



## UHN Security QI Project: Workplace Violence Process Quality Indicators

Welcome to Survey 1b: Process Quality Indicators (n=39)

**Dear esteemed colleague,**

**We would like to thank you for engaging in our quality improvement project for the University Health Network (UHN). Currently, a multi-level quality improvement project is underway, addressing workplace violence (WPV) and Code White incident management across all sites at UHN. The focus of this subproject (project 2 of 12) is on measuring and understanding WPV and agitation management in the context of Code White incident management. This survey will help us to further determine the validity, feasibility and importance of key quality indicators suggested by literature which focus on evaluating workplace violence in healthcare settings. The information you provide will contribute to determining the final set of quality indicators to be implemented at UHN for the evaluation and reporting of workplace violence.**

**-UHN Security QI Team**



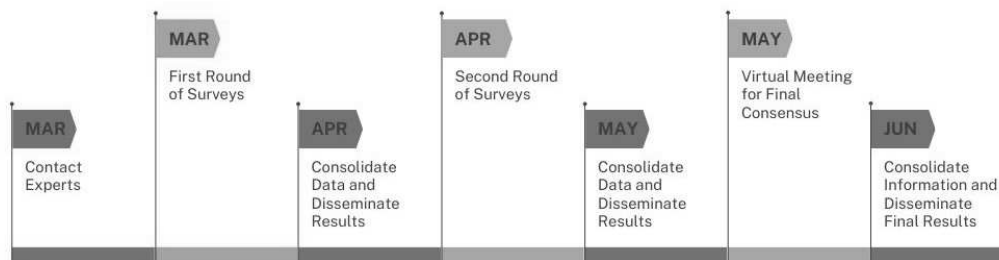
## UHN Security QI Project: Workplace Violence Process Quality Indicators

### QI Delphi Process

**The Delphi Process is a systematic method to develop important quality indicators by expert consensus. This process will include 2 rounds of anonymous online surveys for the expert participant to complete. The first round will include 3 surveys of categorized quality indicators (structure, process & outcome) which will be reviewed, and assessed by expert group consensus for validity, feasibility and importance. We will provide individual expert participant feedback of their responses and the anonymous group consensus for each quality indicator. After incorporating quality feedback from the first round, we will send a second round of anonymous surveys with the same process outlined above. Finally, following the analysis of the 2 survey rounds, we will organize a moderated virtual meeting to discuss the results with all participants for final consensus.**

### WPV Delphi Process Timeline

## WPV Delphi Process Timeline



1. Name:



## UHN Security QI Project: Workplace Violence Process Quality Indicators

### Process Quality Indicators Related to Workplace Violence Incidents

**The following section focuses on process quality indicators identified through a rapid review and expert consultation process. We are now asking for your expertise in further identifying the most valid, feasible, and important quality indicators.**

**Please evaluate the validity, feasibility and importance for each of the following process quality indicators' ability to evaluate UHN Workplace Violence (WPV) incidents.**

2. Rate of reported verbal harassment incidents towards HCW per 1000 patient visits within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

3. Rate of reported verbal threats (sexual or non-sexual) incidents towards HCW per 1000 patient visits within the last calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

4. Rate of reported incidents of physical harm towards HCW by patients per 1000 patient visits within the last calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

5. Rate of reported incidents of physical harm towards HCW involving a weapon per 1000 patient visits within the last calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



## UHN Security QI Project: Workplace Violence Process Quality Indicators

### Process Quality Indicators Related to Workplace Violence Incidents

6. Rate of reported incidents of harm towards HCW involving bodily fluids (eg. spitting, flicking exudate, blood) per 1000 patient visits within the last calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

7. Rate of reported threats or physical assaults towards HCW during downtime (eg. HCW commute, work breaks) per 1000 patient visits within the last calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

8. Percentage of Code Whites involving physical force towards environment within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

9. Percentage of Code Whites involving physical force towards HCWs within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



**UHN Security QI Project: Workplace Violence Process Quality Indicators**

**Process Quality Indicators Related to Workplace Violence Incidents**

10. Percentage of Code Whites involving physical force towards co-patients within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

11. Percentage of Code Whites involving physical force towards (chosen) family members within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

12. Percentage of patients involved in a Code White Incident who had exhibited acute psychomotor agitation within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

13. Percentage of Code White incidents primarily involving threats or actions of self-harm within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:





## UHN Security QI Project: Workplace Violence Process Quality Indicators

Process Quality Indicators Related to UHN Security's involvement in WPV

**The following section focuses on process quality indicators identified through a rapid review and expert consultation process. We are now asking for your expertise in further identifying the most valid, feasible, and important quality indicators.**

**Please evaluate the validity, feasibility and importance for each of the following process quality indicators' ability to evaluate UHN Security's involvement in WPV.**

14. Percentage of UHN Security calls within the past calendar year due to indication: Code White incident.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

15. Percentage of UHN Security calls within the past calendar year due to indication: patient discharge assistance.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

16. Percentage of UHN Security calls within the past calendar year due to indication: medication administration assistance.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

17. Percentage of UHN Security calls within the past calendar year due to indication: physical restraint assistance.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

18. Percentage of UHN Security calls within the past calendar year due to indication: patient transfer assistance.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



## UHN Security QI Project: Workplace Violence Process Quality Indicators

### Process Quality Indicators Related to UHN Security's involvement in WPV

19. Percentage of UHN Security calls within the past calendar year due to indication: standby assistance.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

20. Frequency of UHN Security involvement per 1000 ED patient visits.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

21. Median time in minutes from UHN Security arrival to departure for Code White incidents within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

22. Percentage of Code White incidents that involved Toronto Police Services (TPS) assistance within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



## UHN Security QI Project: Workplace Violence Process Quality Indicators

Process Quality Indicators Related to the Types of Interventions used **During** Code White Incidents

**The following section focuses on process quality indicators identified through a rapid review and expert consultation process. We are now asking for your expertise in further identifying the most valid, feasible, and important quality indicators.**

**Please evaluate the validity, feasibility and importance for each of the following process quality indicators' ability to evaluate types of interventions used during Code White incidents.**

23. Percentage of verbal de-escalation strategies during Code White incidents within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

24. Percentage of medication administrations during Code White incidents within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

25. Percentage of physical restraints utilized during Code White incidents within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

26. Percentage of environmental seclusions during Code White incidents within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

27. Percentage of imminent discharges during Code White incidents within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



## UHN Security QI Project: Workplace Violence Process Quality Indicators

### Process Quality Indicators Related to the Types of Interventions used **During** Code White Incidents

28. Percentage of patients involved in a Code White incident that have a **documented plan** for prevention or treatment of re-escalation within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

29. Median time in minutes from the onset of agitation to the implementation of intervention (eg. Chemical, physical, seclusion) during a Code White incident within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

30. Total number of hours of patient time spent in physical restraints within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

31. Total number of hours of patient time spent in seclusion within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



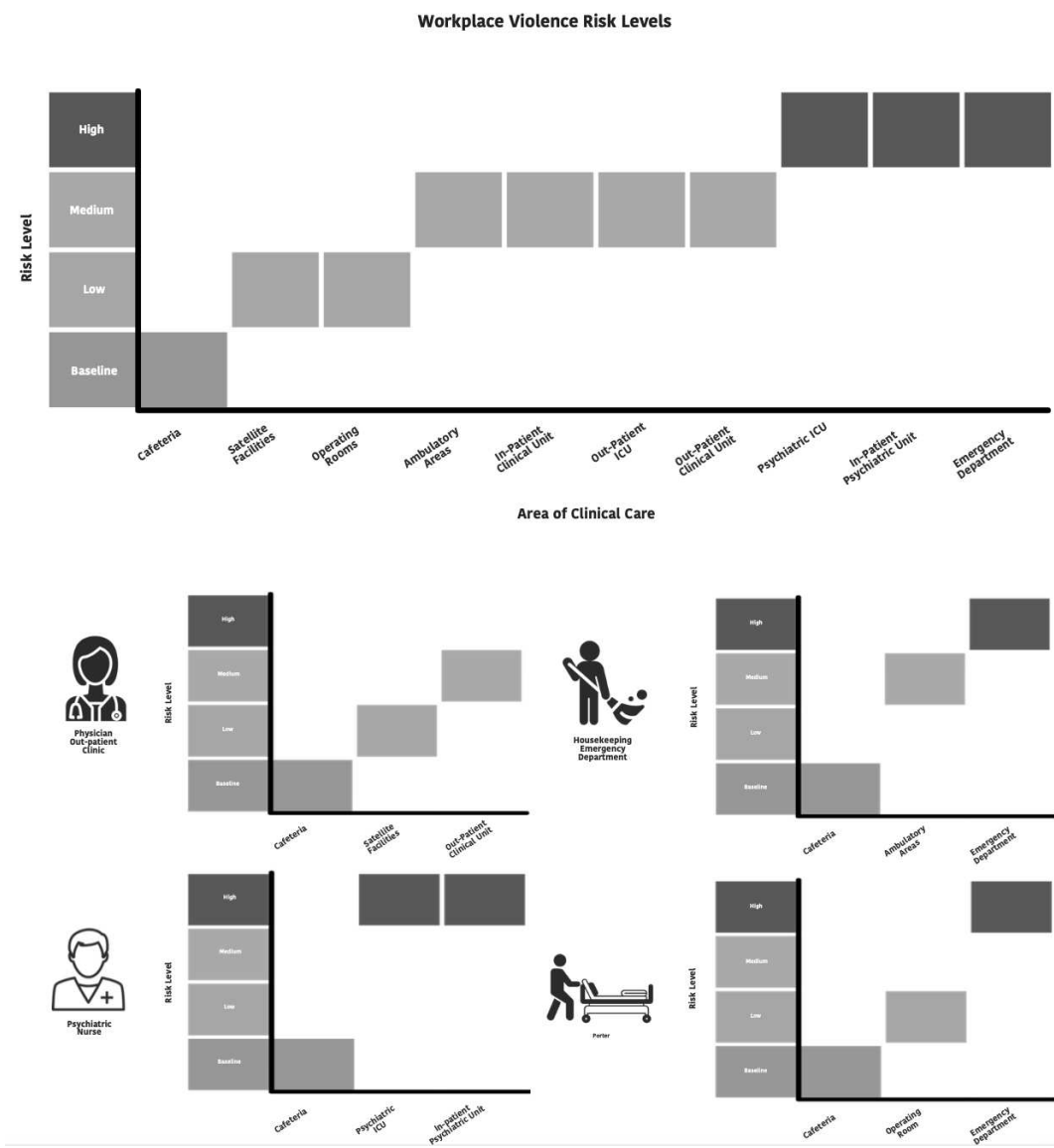


## UHN Security QI Project: Workplace Violence Process Quality Indicators

Process Quality Indicators Related to Types of Interventions used in Risk Level 1 and 2.

**The following section focuses on process quality indicators identified through a rapid review and expert consultation process. We are now asking for your expertise in further identifying the most valid, feasible, and important quality indicators.**

**Please evaluate the validity, feasibility and importance for each of the following process quality indicators' ability to evaluate types of interventions used in Risk Level 1 and 2.**



32. Percentage of verbal de-escalation strategies outside of Code White incidents that were within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

33. Percentage of calls for security guard involvement outside of Code White incidents within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

34. Percentage of medication administrations outside of Code White incidents within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

35. Percentage of physical restraints utilized outside of Code White incidents within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



## UHN Security QI Project: Workplace Violence Process Quality Indicators

Process Quality Indicators Related to Types of Interventions used in Risk Level 1 and 2.

**The following section focuses on process quality indicators identified through a rapid review and expert consultation process. We are now asking for your expertise in further identifying the most valid, feasible, and important quality indicators.**

**Please evaluate the validity, feasibility and importance for each of the following process quality indicators' ability to evaluate types of interventions used in Risk Level 1 and 2.**

36. Percentage of environmental seclusions outside of Code White incidents within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

37. Percentage of imminent discharges outside of Code White incidents within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

38. Number of patients requiring chemical sedation or physical restraint after the first hour of ED stay per 1000 ED patient visits.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

39. Median time in minutes from the onset of agitation to the implementation of intervention (eg. Chemical, physical, seclusion) during a WPV incident within the past calendar year at UHN.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Validity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feasibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



## UHN Security QI Project: Workplace Violence Process Quality Indicators

### Process Quality Indicators

**Please provide feedback and suggestions on process quality indicators that you believe should be implemented at UHN for the evaluation and reporting of workplace violence based on your expertise. Opportunities to comment on outcome quality indicators will be available in survey 1c.**

40. Which additional **process** quality indicators should be included?

41. Do you have any additional feedback on the survey?

We thank you for participating in this first of three surveys of the first round of the Delphi process. We will contact you regarding the third survey (outcome quality indicators) in due course.