



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

Welcome to Survey 1c: Outcome Quality Indicators (n=22)

**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**



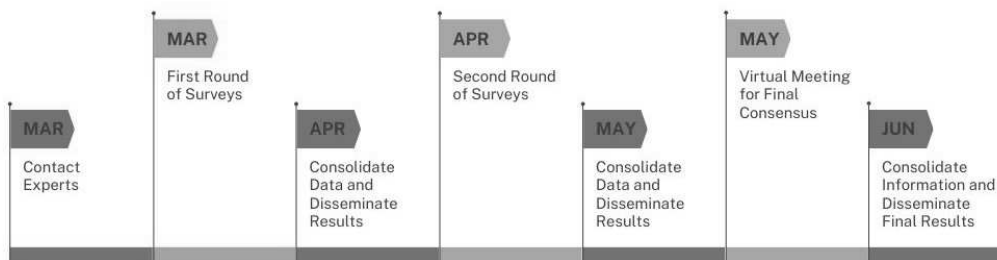
## UHN Security QI Project: Workplace Violence Outcome Quality Indicators

### 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 Outcome Quality Indicators

### Outcome Quality Indicators Related to Serious Adverse Events for Healthcare Workers

**The following section focuses on outcome 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 outcome quality indicators' ability to evaluate serious adverse events for healthcare workers.**

2. Percentage of HCWs involved in a WPV incident that reported physical trauma 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. Percentage of HCWs involved in a WPV incident that reported psychological trauma 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:

4. Percentage of HCWs involved in a WPV incident that reported being offered support by UHN 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 Outcome Quality Indicators

### Outcome Quality Indicators Related to Organizational Support Provided Following a WPV Incident

**The following section focuses on outcome 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 outcome quality indicators' ability to evaluate short-term and long-term organizational support provided following a WPV incident.**

5. Percentage of reported HCWs involved in a WPV incident provided immediate “hot debrief” (less than 24 hours post incident) 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:

6. Percentage of reported HCWs involved in a WPV incident provided a “cold debrief” (more than 24 hours post incident) 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:

7. Percentage of reported HCWs involved in a WPV incident provided with a Workplace Safety and Insurance Board (WSIB) assessment 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:

8. Percentage of HCWS that received interventions from the Workplace Safety and Insurance Board (WSIB) following a WPV incident 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 Outcome Quality Indicators

### Outcome Quality Indicators Related to Organizational Support Provided Following a WPV Incident

**The following section focuses on outcome 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 outcome quality indicators' ability to evaluate short-term and long-term organizational support provided following a WPV incident.**

9. Percentage of HCWS that required time off work following a WPV incident 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:

10. Median number of days taken off work (eg. Sick days, missed days) by a HCW following a WPV incident 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 HCWs who evaluate their satisfaction with the support from UHN at 70% or higher 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 HCWs who evaluate their satisfaction with post-incident interventions at 70% or higher 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 Outcome Quality Indicators

### Outcome Quality Indicators Related to Staff Perceptions

**The following section focuses on outcome 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 outcome quality indicators' ability to evaluate staff perceptions.**

13. Percentage of HCWs who evaluate their worry about WPV at 70% or higher 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:

14. Percentage of HCWs who evaluate their management's encouragement to report WPV at 70% or higher 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:

15. Percentage of HCWS who evaluate their colleagues' encouragement to report WPV at 70% or higher 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:

16. Percentage of HCWs that evaluate the WPV incident they were involved in as preventable 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 Outcome Quality Indicators

### Outcome Quality Indicators Related to Serious Adverse Events for Patients

**The following section focuses on outcome 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 outcome quality indicators' ability to evaluate serious adverse events for patients.**

17. Percentage of patients involved in a WPV incident that reported physical trauma 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:

18. Percentage of patients involved in a WPV incident that reported psychological trauma 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:

19. Percentage of Code White adverse medication reactions (e.g. low blood pressure, low oxygen level, ECG changes that may predispose to a potentially life-threatening abnormal heartbeat) 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:

20. Percentage of Code White adverse reactions from physical restraint (e.g. low blood pressure, bruising, bleeding, muscle breakdown, bed sores, low oxygen level, ECG changes that may predispose to a potentially life-threatening abnormal heartbeat) 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 Outcome Quality Indicators

### Outcome Quality Indicators Related to Serious Adverse Events for the Community

**The following section focuses on outcome 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 outcome quality indicators' ability to evaluate serious adverse events for co-patients, caregivers, family and chosen family members.**

21. Percentage of co-patients, caregivers, (chosen) family members, rating satisfaction with the management of the code white at 70% or higher 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 co-patients, caregivers, (chosen) family members involved in a WPV incident that reported physical trauma 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:

23. Percentage of co-patients, caregivers, (chosen) family members involved in a WPV incident that reported psychological trauma 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 Outcome Quality Indicators

### Outcome Quality Indicators

**Please provide feedback and suggestions on outcome quality indicators that you believe should be implemented at UHN for the evaluation and reporting of workplace violence based on your expertise.**

24. Which additional **outcome** quality indicators should be included?

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

We thank you for participating in this first round of the Delphi process. We will contact you regarding the results of the surveys and next steps in due course.