Protecting Our Healers

AMA Interim Meeting
Friday, November 11, 2022
Why now? Physicians in crisis

% physicians experiencing at least one symptom of burnout

- 2011: 45.5%
- 2014: 54.4%
- 2017: 43.9%
- 2020: 38.2%
- 2021: 62.8%

In this study, mistreatment and discrimination by patients, families, and visitors were common, especially for female and racial and ethnic minority physicians, and associated with burnout.

### Personal experience of mistreatment and bias

<table>
<thead>
<tr>
<th>Experience</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Non-Hispanic</td>
<td>Hispanic or Latino</td>
</tr>
<tr>
<td></td>
<td>White (n = 2307)</td>
<td>Black or AA (n = 70)</td>
</tr>
<tr>
<td>Been subjected to</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Offensive racially or ethnically remarks</td>
<td>476 (20.7)</td>
<td>40 (57.1)</td>
</tr>
<tr>
<td>Offensive sexist remarks</td>
<td>361 (15.7)</td>
<td>7 (10.1)</td>
</tr>
<tr>
<td>Unwanted sexual advances</td>
<td>363 (15.8)</td>
<td>16 (22.9)</td>
</tr>
<tr>
<td>Offensive remarks related to sexual orientation</td>
<td>197 (8.6)</td>
<td>4 (5.7)</td>
</tr>
<tr>
<td>Had a patient or his/her family refuse to allow them to provide care because of the physician’s personal attributes</td>
<td>337 (14.7)</td>
<td>31 (44.3)</td>
</tr>
<tr>
<td>Been physically harmed (eg, hit, slapped, kicked)</td>
<td>348 (15.1)</td>
<td>6 (8.6)</td>
</tr>
</tbody>
</table>

Abbreviations: AA, African American; AAPI, Asian, Native Hawaiian, or Pacific Islander.

Percentage with emotional exhaustion, depersonalization, and burnout

1.2.2 Disruptive Behavior and Discrimination by Patients

The relationship between patients and physicians is based on trust and should serve to promote patients’ well-being while respecting the dignity and rights of both patients and physicians.

Disrespectful, derogatory, or prejudiced, language or conduct, or prejudiced requests for accommodation of personal preferences on the part of either patients or physicians can undermine trust and compromise the integrity of the patient-physician relationship. It can make individuals who themselves experience (or are members of populations that have experienced) prejudice reluctant to seek care as patients or to provide care as health care professionals, and create an environment that strains relationships among patients, physicians, and the health care team.

Trust can be established and maintained only when there is mutual respect. Therefore, in their interactions with patients, physicians should:
(a) Recognize that disrespectful, derogatory, or prejudiced language or conduct can cause psychological harm to those who are targeted.
Protecting our Healers

N Murali, MD FACP AMP
System CMO, Medicine Services
Geisinger
Workplace Violence (WPV)
A national concern

25% of surveyed nurses reported they were physically assaulted by a patient or patient family member (ANA).

The incidence of nonfatal workplace violence to healthcare workers was 10.4 / 10,000 workers.

The rate for all industries was 2.1 (US Bureau of Labor Statistics).

Healthcare workers have a 20% higher chance of being the victim of workplace violence than other workers (National Crime Victimization survey).
What have we done to address WPV & Improve Safety?

Homicide @ Olive St property

State College man arraigned on charges stemming from attack on Geisinger Lewistown employees

Nanticoke women facing charges after assaulting two nurses, one pregnant

Women Charged for allegedly assaulting hospital security officers

Sunbury Teen Charged with attacking an RN

State Police: Violent Disruption Leads to Arrest
What have we done to address WPV & Improve Safety?

1. Patient and Visitor Pledge
2. WPV Multidisciplinary Task Force & System wide Oversight with Security Assessment to determine our capabilities

<table>
<thead>
<tr>
<th>Physical</th>
<th>% Complete</th>
<th>Technical</th>
<th>% Complete</th>
<th>Operational</th>
<th>% Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doors</td>
<td>90</td>
<td>Access</td>
<td>50</td>
<td>Staffing</td>
<td>75</td>
</tr>
<tr>
<td>Walks</td>
<td>92</td>
<td>Surveillance</td>
<td>75</td>
<td>Appearance/Training</td>
<td>50</td>
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<tr>
<td>Partitions/Barriers</td>
<td>100</td>
<td>Alarms</td>
<td>50</td>
<td>Special Programs</td>
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</tr>
<tr>
<td>Lighting</td>
<td>90</td>
<td>Communications</td>
<td>75</td>
<td>Structure/Policies/Procedures</td>
<td>50</td>
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3. Security consultation is now required on all facility construction and renovation projects.

- **2012**
  - 53 FTEs

- **Today**
  - 137 FTEs
Geisinger security incidents are escalating in numbers, & in seriousness
Investment in Technology - Strongline

Creates safer environment and timely notifications to security and staff

How does it work?

Over 6200 staff have now been badged

2021
358 Activations

2022
375 Activations

Currently Deployed
GBH, GSACH, GSWB, GWV, Woodbine

By Year-end 2022
GCMC, Pittston Healthplex, GMC

Early 2023
GJSH, GMCM, GLH, Gray’s Woods
# Metal Detectors and Their Impact

## Interceptions

<table>
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<tr>
<th>Item</th>
<th>Quantity</th>
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<tr>
<td>Knives</td>
<td>5000</td>
</tr>
<tr>
<td>Pepper Spray</td>
<td>346</td>
</tr>
<tr>
<td>Firearms</td>
<td>130</td>
</tr>
<tr>
<td>Tasers/Stun Guns</td>
<td>20</td>
</tr>
<tr>
<td>Others</td>
<td>1800</td>
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*prybars, hammers, screwdrivers, wrenches, razor blades, handcuffs, tasers, stun guns, brass knuckles, scissors, bullets, chemical mace, etc., etc.
Geisinger added nearly **200** cameras embedded with artificial intelligence (AI)

**Capable of**
- facial recognition
- vehicle identification
- license plate reading
- much more
Our hands on approach

Training
- Active shooter training and drills
- Systemwide de-escalation & defensive training
- Threat assessments

Support
- Escorting staff and patients
- “Stand-by” duties for staff dealing with aggressive patients or employees
- Safe keeping of patient valuables

Technology
- Security cameras with embedded AI
- Modern security records management system
- Implement regionalized dispatch
Security K9 Program

Aria & Vicki Housner

Skills and training include explosive and firearm detection as well as tracking and de-escalation.

Since February 2020, over 200 successful de-escalations and 214 Code Gray (combative person) responses.

Two explosive searches within Geisinger facilities.

Dozens of police assists for bomb threats, protective sweeps, and homicide investigations.
Improving the competency of our officers

Competency and certifications

Pennsylvania Act 235 Certification
- 20% of Security Staff Certified.
- Administered by PA State Police
- Focus on the PA use of force law and associated tactics.

Career Ladder – requires progressive levels of certification by the International Association of Healthcare Safety and Security (IAHSS).

GMC Security as a “Program of Distinction” by IAHSS for demonstrating best practices in healthcare security. Less than 50 hospitals in the nation have been bestowed this honor.
The Next Step
Establishing a Geisinger Police Force

Geisinger plans to create a police force within Security Operations
• first officers sworn in by end of this year
• goal is to have 20% of Security be police officers within 3 years

Geisinger police officers will have full police powers on Geisinger property
Employee Engagement and Safety

87% of our surveyed employees believe their supervisor takes action to address safety concerns that are brought to their attention.

“…our society has changed, and people are carrying weapons, I no longer feel 100% safe at my workplace.”

“Security should be taken more seriously. The actions of society in general are becoming more erratic and aggressive.”

“Improve security at clinic sites. With more active shooter situations happening, we need more security guards and cameras.”

“We are repeatedly demeaned, harassed and threatened. We need security in our clinic.”

*Each dot on the chart represents one Geisinger location.
The evolution of security

Continued growth is necessary to meet today’s demands and needs

**Then**
- Daily activities recorded on a note pad and transferred to a Word document at the end of shift
- Activities are inconsistently recorded
- Manual reports

**Now**
- Daily Activities captured on a Mobile Device, in real time
- Activities instantly updated
- Reports are auto generated in the system
New & revised JC standards for WPV  
**effective January 1, 2022**

- Defining workplace violence (now includes Sexual Harassment).
- Leadership oversight.
- Worksite analysis (risk assessment).
- Develop policies and procedures for the prevention of workplace violence.
- Reporting systems, data collection, and analysis is required.
- Post-incident strategies.
- Training and education to decrease workplace violence.
Questions?