

Addressing and Recognizing Pediatric Inpatient Aggression Utilizing an Interprofessional Quality Team Approach

Amy R. Keller, BSN, RN*;
 Rebecca L. Kanaley, MS, RN*;
 Taylor Starr, DO MPH†

Introduction: The issue of patient aggression is well documented in the emergency department and various adult populations.¹⁻³ There is limited information concerning aggression in the pediatric population, specifically outside the psychiatry setting.⁴ After caring for an increasing number of aggressive patients, leading to multiple staff injuries, feelings of moral distress and burn-out, an interprofessional team was formed to approach the issue.

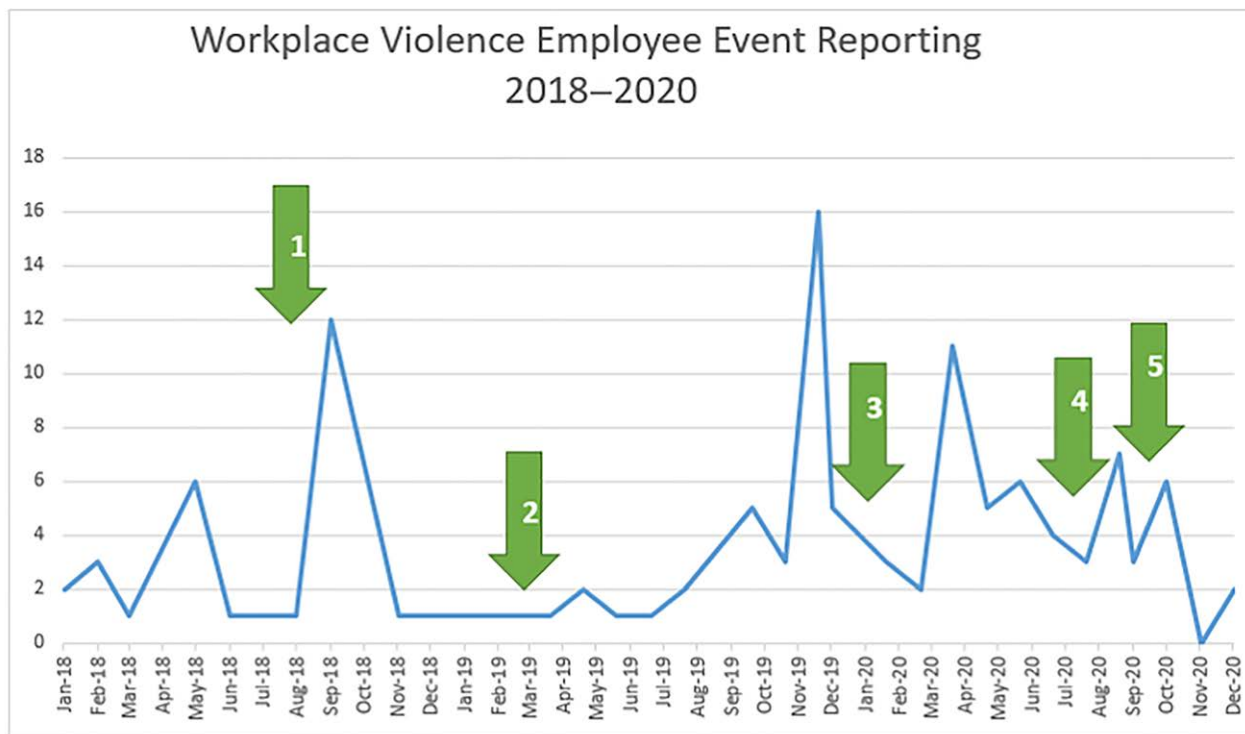
Objectives: The primary aim was to increase staff reporting of safety events related to the care of verbally and/or physically aggressive pediatric patients. A

secondary aim was to increase the resources available to care for these patients.

Methods: A key driver diagram was created to identify possible interventions. Multiple tools were developed using the Plan-Do-Study-Act cycles. The cycles included a baseline staff survey, a personal protective equipment cart, a care guideline for management, updates to the electronic medical record including implementation of a screening tool and an electronic order set, and an online education module.

Results: Majority of survey responders reported caring for an aggressive or violent patient (67%, n = 85). There was no significant difference in exposure to aggressive patients by role. Event reporting increased by from 2.33 events reported monthly to 4.45 monthly with no change in DART rate (Fig. 1).

Conclusions: Resistance to self-reporting workplace violence incidences is an issue for all.⁵ Promoting greater awareness for event reporting allowed hospital leadership to gain further insight to the previously anecdotal only concerns and harness resources for Plan-Do-Study-Act cycles interventions, tailoring interventions to survey responses and reported events.



PDSA 1	Survey of Staff
PDSA 2	Behavioral PPE cart
PDSA 3	Screening tool in EHR
PDSA 4	Online education module
PDSA 5	EHR Order set

Fig. 1. Run chart of employee reported event and PDSA cycles.

REFERENCES

1. Sachdeva S, Jamshed N, Aggarwal P, et al. Perception of workplace violence in the emergency department. *J Emerg Trauma Shock*. 2019;12:179–184.
2. Martinez AJ. Managing workplace violence with evidence-based interventions: a literature review. *J Psychosoc Nurs Ment Health Serv*. 2016;54:31–36.
3. Richardson SK, Ardagh MW, Morrison R, et al. Management of the aggressive emergency department patient: non-pharmacological perspectives and evidence base. *Open Access Emerg Med*. 2019;11:271–290.
4. Malas N, Spital L, Fischer J, et al. National survey on pediatric acute agitation and behavioral escalation in academic inpatient pediatric care settings. *Psychosomatics*. 2017;58:299–306.
5. Rosenman KD, Kalush A, Reilly MJ, et al. How much work-related injury and illness is missed by the current national surveillance system? *J Occup Environ Med*. 2006;48:357–365.

From the *University of Rochester, Golisano Children's Hospital Pediatric Nursing, Rochester, N.Y.; and †University of Rochester, Golisano Children's Hospital Adolescent Medicine, Rochester, N.Y.

*Corresponding author. Address: Amy R. Keller, BSN, RN

University of Rochester Medical Center

Pediatric Nursing Box 619

601 Elmwood Avenue

Rochester, NY 14642

Email: amy_r_keller@urmc.rochester.edu

Copyright © 2021 the Author(s). Published by Wolters Kluwer Health, Inc. This is an open-access article distributed under the terms of the Creative Commons Attribution-Non Commercial-No Derivatives License 4.0 (CCBY-NC-ND), where it is permissible to download and share the work provided it is properly cited. The work cannot be changed in any way or used commercially without permission from the journal.

To Cite: Keller AR, Kanaley RL, Starr T. Addressing and Recognizing Pediatric Inpatient Aggression Utilizing an Interprofessional Quality Team Approach. *Pediatr Qual Saf* 2021;6:e489.

Disclosure: The authors have no financial interest to declare in relation to the content of this article.

Received for publication July 9, 2021; Accepted July 12, 2021.

Published online September 2, 2021.

DOI: 10.1097/pq9.0000000000000489