



# Code White Activation

**EVENT : WSH FORUM FOR HEALTHCARE INDUSTRY**

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# OVERVIEW OF SITUATION:

- Noticed a rise in incidences since 2018 - 2019
- Structured framework was established
- Framework consists the following:
  - Training for staff
  - Collaborative training with security team
  - Identified personnels to activate for incident
  - Debriefing affected staff
- Identify issues and limitations of framework – post implementation
- Enhancements to protocols

# **LIMITATIONS:**

- Workflow for escalation relies heavily on surrounding staff to activate
- As most incidents were unreported, management is thus unable to accurately assess the situation
  - Only reported when there is a staff injury or when situation escalates and involvement of police is needed
  - Proposed response actions tied to Stamp score
- Staff do not have a common language or scoring tool to use to identify potential aggressive patients

# ENHANCEMENT OF PROTOCOL:

- Introduction of Early identification tool (STAMP Assessment) in 2022
  - Staring, tone and volume of voice, anxiety, mumbling, pacing
  - Easy visual tool for any staff to use
  - Proposed response actions tied to Stamp score
- Ensure accurate reporting of incidents via Risk Management System
  - All cases of abuse must be reported (Verbal / Physical)
  - Provides opportunity to view the issues and improve protocols to ensure safety

# **TAKE HOME MESSAGE:**

- Violent, abusive and aggressive behaviours towards healthcare workers are not tolerated
- Do not hesitate to take appropriate actions against those who do so
- Everyone deserves to work in a safe environment while we care for patients
- Safety protocols needs to be reviewed periodically and enhanced as necessary