

# Number of workplace violence incidents (Overall)

## Alternate Name\*

Number of workplace violence incidents

## INDICATOR DESCRIPTION

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### Description\*

This indicator measures the number of reported workplace violence incidents by hospital workers (as defined by OHSA) within a 12 month period.

### Indicator Status\*

Active

### HQO Reporting tool/product

Quality Improvement Plans (QIPs)

### Dimension\*

Safe

### Type\*

Outcome

## DEFINITION AND SOURCE INFORMATION

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### Unit of Measurement\*

Number of workplace violence incidents reported

### Calculation Methods\*

Number of workplace violence incidents reported by hospital workers within a 12 month period

*Inclusions:*

The terms “worker” and “workplace violence” as defined by under the [Occupational Health and Safety Act](#) (OHSA, 2016)

### Numerator including inclusion/exclusion\*

N/A

### Denominator including inclusion/exclusion\*

N/A

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Number of workplace  
violence incidents (Overall)

## Data Source

Local data collection

## Data provided to HQO by

Local data collection

## OTHER RELEVANT INFORMATION

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### Caveats and Limitations

The direction of improvement is not defined. If your organization is focused on building your reporting culture, your QIP target for this indicator may be to increase the number of reported incidents. If your organization's reporting culture is already well-developed, your QIP target may be to decrease.

### Comments Detailed

This is a QIP mandatory indicator for 2020/21. Current performance reporting period: January - December 2019

Hospitals are encouraged to use their in-house hospital incident and patient safety reporting systems for determining the number of reported workplace violent incidents. The direction of improvement is not defined. If your organization is focused on building your reporting culture, your QIP target for this indicator may be to increase the number of reported incidents. If your organization's reporting culture is already well-developed, your QIP target may be to decrease. For quality improvement purposes, hospitals are asked to collect data on the number of violent incidents reported by workers, including physicians and those who are contracted by other employers (e.g., food services, security, etc.) as defined by the Occupational Health and Safety Act. Worker means any of the following:

- A person who performs work or supplies services for monetary compensation.
- A secondary school student who performs work or supplies services for no monetary compensation under a work experience program authorized by the school board that operates the school in which the student is enrolled.
- A person who performs work or supplies services for no monetary compensation under a program approved by a college of applied arts and technology, university or other post-secondary institution.
- A person who receives training from an employer, but who, under the Employment Standards Act, 2000, is not an employee for the purposes of that Act because the conditions set out in subsection 1 (2) of that Act have been met.
- Such other persons as may be prescribed who perform work or supply services to an employer for no monetary compensation.

Workplace violence is defined by the Occupational Health and Safety Act as the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. It also includes an:

- attempt to exercise physical force against a worker in a workplace, that could cause physical injury to the worker; and
- a statement or behaviour that a worker could reasonably interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker

For more information please see the following resources to identify recommended practices and change ideas, key terms, references, etc.:

- Preventing Workplace Violence in the Health Care Sector Report
- Ministry of Labour Workplace Violence and Harassment Key Terms and Concepts

While there is no denominator for this indicator, organizations are asked to include the total number of hospital employee full-time equivalents (FTE) in the measures section of the QIP Workplan. This information will be useful to support QIP analysis and interpretation (e.g., organizational size). Full time equivalence data is accessed via hospitals human resource information systems and, by definition, may not necessarily include all 'workers' as defined above but is used to provide context. - If the count of incidents is  $\leq 5$  the value will be suppressed.

## TAGS

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### TAGS\*

Acute Care/Hospital

Number of workplace  
violence incidents (Overall)

Outcome

Other

Safe

Local data collection

## PUBLISH

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### PUBLISH DATETIME\*

20/12/2019 15:30:00