

From Defense to Offense: Leveraging Data to Drive Continuous Improvement

An AHA and CENTEGIX Affinity Forum Summary Featuring:



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It's important that healthcare organizations prepare to prevent, rather than **react** to, workplace violence. Leaders can use the power of data analytics to accomplish this. But leaders can use the **power of data analytics** to shift from a reactive to a **proactive approach**.

Panelists discussed the importance of combating underreporting to achieve an accurate view of workplace violence. They also outlined how leaders can use their data in prevention efforts, including **incident locations, times, trends, and even near-misses**. This helps organizations **predict where workplace violence is most likely to occur** and **adjust resources** accordingly. Making **proactive adjustments** can lead to a tangible reduction in incidents.

After Jones validated trends within his organization, he reallocated staff to cover high-risk times. "It went a long way with proving that our security team and clinical partners are **one big giant team**, and we're **here to support each other**." He's also adding recommendations to their prevention training program to address observed high-risk behaviors, like hair-pulling.

Panelists shared best practices for reviewing collected data—agreeing **monthly and quarterly reviews are ideal**, with monthly meetings intended to **review incident data and emerging trends** and quarterly meetings to **address trends and response efforts**.

Additional continuous improvements mentioned include: an **incident checklist**, to ensure proper steps are taken for recording and support, **CrisisAlert™ wearable staff duress badges**, to accelerate response times, and a **Workplace Violence Coordinator** role to streamline and analyze incident reporting.



Reporting must be easy and encouraged.

Make reporting accessible to ensure accurate incident data, which is critical for building impactful safety strategies.



ACTIONABLE INSIGHTS

Near-misses matter.

Tracking these insights have helped leaders identify areas of concern and agitation patterns.



Use data to inform resource allocation.

CHRISTUS restructured security shifts after data showed violence spiked during off-hours, allowing for timely security presence without increased budget.



Continuous review drives improvement.

Workplace violence committees should meet monthly and quarterly to review all data and make system-wide adjustments.

“Even after you implement a safety plan, you have to continuously be monitoring it, evaluating it, and improving and addressing the challenges you face. To do that, you need to know where the opportunities are, and that takes data.”



ELISA ARESPACHAGA

“There’s no one solid answer to workplace violence, but tracking those trends has really helped us to identify a couple of areas where we can strengthen our program and training.”



EDDIE JONES