

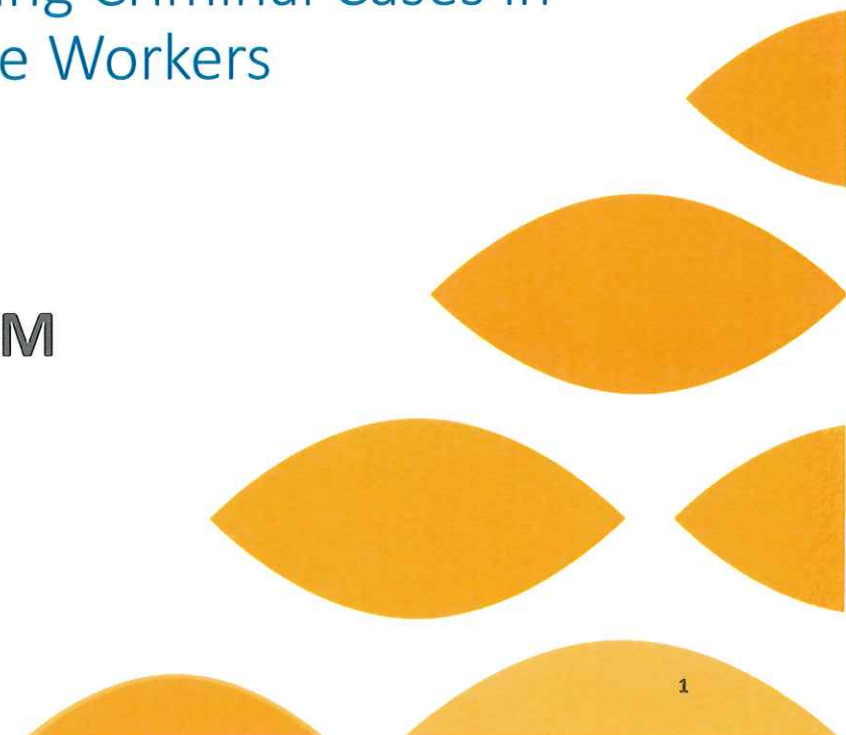


Northern Light
Health™

Northern Light Health
Task Force to Study the Process for Bringing Criminal Cases in
Situations of Violence Against Health Care Workers

Government Relations Update
Lisa Harvey-McPherson RN, MBA, MPPM
Vice President Government Relations

Aug 3, 2022

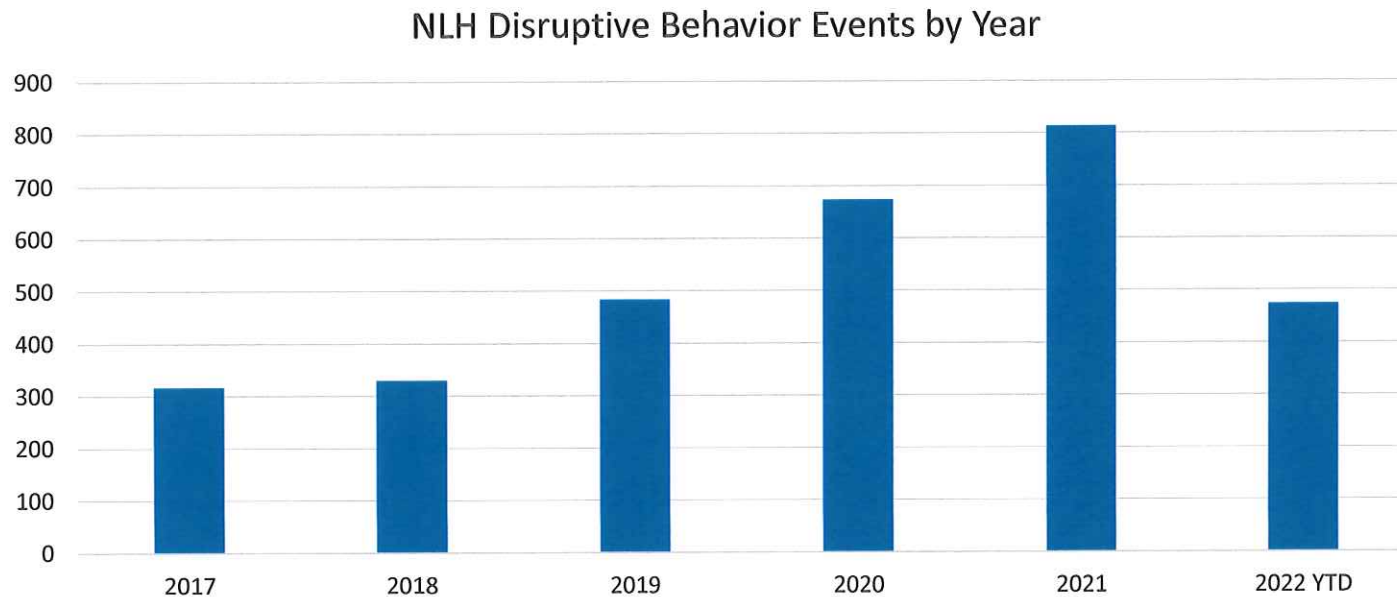


Overview

- Northern Light Health reporting is based on employee reports of disruptive behavior events by an aggressive patient that occur at our member organizations
- Events include assaults along with verbal and physical acts of aggression that do not result in bodily harm
- The data included in this presentation reflects all disruptive behavior events
- 99% of offenders in the data are patients, very few employee-to-employee occurrences. No visitor offenders were reported for the data set.
- Unless otherwise identified, data includes all member organizations

Disruptive Behavior Events by Year

- The average number of disruptive behavior events per month for the past 16 months is 70 events



Disruptive Events by Employee Category

- The following data reflects NLH disruptive behavior events by employee category in 2021. The events occurred in various departments including the emergency department

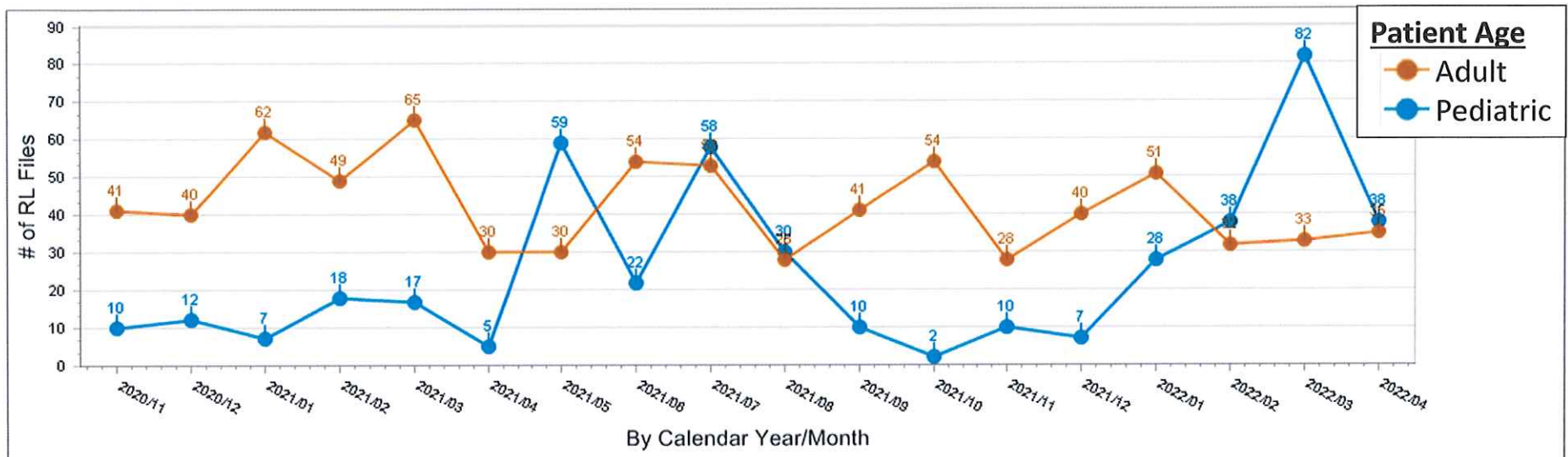
| | |
|--|---|
| Job Title Not classified | 24 |
| Other Job Title | 10 |
| C.N.A | 79 |
| RN/STAFF/CLINICAL LEAD/CHARGE/ASST MGR NURSING | 320 |
| PHYSICIAN/PA/NP/ASST PHYSICIAN | 22 |
| PSYCH TECHS/OBSERVERS PATIENT AIDES/ED TECH | 86 |
| Security | 35 |
| Medical Asst | 12 |
| Respirator/Physical therapy/Radiology/Endo/sonography TECHs/Pharmacy and Phlebotomy | 28 |
| Paramedics/EMT | 11 |
| BEHAVIORAL HEALTH COORDINATORS/CLINICIANS/CARE MGMT | 10 |
| DIRECTOR/MGR SUPERVISOR CLINICAL AREAS (OUTPATIENT) | 6 |
| REGISTRATION/BILLING/PATIENT RELATIONS/ACCESS MGMT | 29 *MOST ARE VERBAL ENCOUNTERS BY TELEPHONE SOME IN PERSON |
| UNIT COORDINATORS/SECRETARY | 11 |

All NLH Emergency Departments: Disruptive Behavior Events by an Aggressive Patient

Event Date is within November, 2020 and April, 2022

Report Run: 05-25-2022 By: ALISON BUTLER

Grand Total: 1219



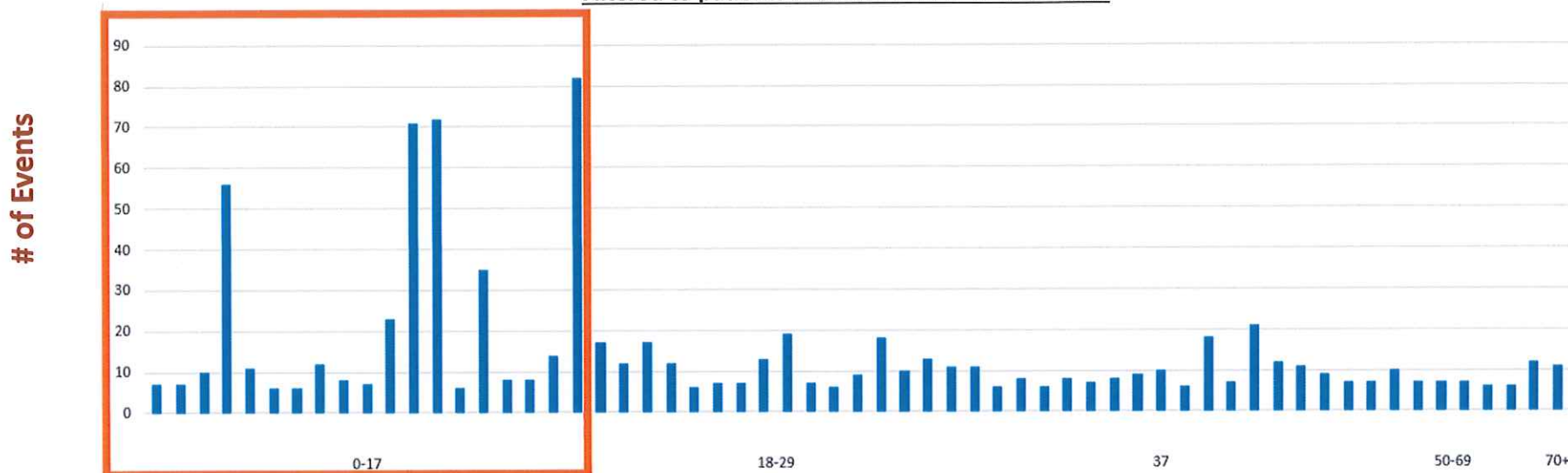
Key Points

- Patient is the aggressor
- Adult vs. Pediatric Patients
- There can be more than 1 event per aggressor

All NLH Emergency Departments: Disruptive Behavior Events by an Aggressive Patient

of Aggressive Events by Individual Patients Age Group

Filtered to patients with more than 5 events each



Each Bar Represents an Individual Patient – Grouped by Age Group

Key Points

- Age 0-17 highlighted by Orange square
- Fewer individual pediatric patients but with a higher likelihood of repeat events

NLH Calls to Law Enforcement for Disruptive Behavior Events by an Aggressive Patient

