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Simulated mock Safety Team Assessment Response (S.T.A.R.) code

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Background: Healthcare workers are at high risk for workplace violence. The most up-to-date research reports indicate there is an increase in violent crime in hospitals. Mount Sinai Beth Israel (MSBI) in New York City created committee to address the concerns of increased workplace violence; the outcome was the Safety Team Assessment Response (S.T.A.R.) code policy. The S.T.A.R. code policy outlines a response system to activate a formal interdisciplinary program to prevent or mitigate violent situations regarding patients, visitors and/or staff.

Purpose: The purpose of this quality improvement project was to test an educational program, including simulation techniques, aimed to improve the knowledge and skills of RNs and PCAs by increasing their exposure to aspects of the S.T.A.R. Code Policy. Outcomes of the simulation program included increasing confidence, comfort levels about when to call a code and how to perform, during the code, skills in implementing a code, and responsibilities during and following the code.

Methodology: Key elements of the S.T.A.R. code policy were reviewed using Power Point slides; the nursing staff participated in two simulated scenarios based on each level of the S.T.A.R. codes. A debriefing session followed each simulated scenario. Participants completed a 10-item multiple choice test and a mock S.T.A.R. code skills checklist.

Results: All participants achieved 100% scores in the competency exams. The study sample was one of convenience and is not generalizable beyond MSBI.

Conclusions/Implications for Practice: Employees working on units with high-risk populations may be at greater risk for encountering workplace violence. Violence prevention training should be included in hospital orientation programs for all staff. This educational program became a required competency for all nursing staff in the PCS Department.

Biography

Tanya Parker has been an RN for over 20 years and has worked in inpatient, outpatient, and academic settings. She is a New York certified teacher, a nationally certified Basic Life Support Instructor, and a Preventing and Managing Crisis Situations Instructor. She has been acknowledged as Rookie of the Year for her quality teaching of vocational students, has received funding to support a Vocational Nursing Assistant program, and has developed a Nurse Internship program at an established health center. She has contributed to a Hospital Nursing Recognition program to coordinate the creation, display, and publication of nursing artwork. She has presented her work on workplace violence in both domestic and international settings. Her work is published in the *American Journal of Nursing* and the *Nursing Management Journal*. Her Master's level interests were Nursing, and Health Education and Promotion. She is currently pursuing a Doctorate in Nursing Practice.

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