

Creating a Safe Workplace for All

Everyone deserves a safe workplace. We agree with the Minnesota Nurses Association that violence in healthcare settings is a serious challenge we must continue to address. Health workers, including nurses, are at risk because the people they care for each day – patients and their families – are vulnerable and often in a state of crisis. Our goal in our hospitals and clinics is to protect the people who need care and those who provide it.

Creating a safe working environment is a complex, continuous process. Twin Cities Hospitals long ago formalized commitments to enhance workplace safety for everyone and we work collaboratively with nurses and other members of the care team to improve safety every day.

Enhancing safety through prevention, preparedness and responsiveness

We have taken strong steps to protect all team members and create a safe workplace, including:

- Training team members to recognize potential safety issues and equipping them to de-escalate tense situations
- Providing a 24/7 security presence in our facilities
- Making significant investments in hiring and training security personnel and staff who can assist as needed and act as liaisons between our hospitals and law enforcement
- Identifying technology to aid in alerting and reporting incidents and alerting all staff to potential threats
- Developing protocols to protect the well-being of our nurses, patients and staff in the event of a safety incident

Empowering everyone to create a safe workplace together

Providing high-quality care in a safe environment requires daily commitment and collaboration among all members of our teams.

Working together, we enable a safe environment through:

- Reporting of all safety incidents and potential issues, both in person and online
- Escalation of any concerns to appropriate leadership
- Post-incident debriefs to create a safe space for discussion and an opportunity to learn from and stop these incidents from being repeated
- Dedicated Workplace Violence Prevention teams, including nurses, that focus on ways we can improve safety and provide support to those who experience workplace violence

Driving continuous improvement in safety

We have learned through experience that best practices in workplace safety evolve rapidly. We are constantly refining our processes and looking for ways to improve safety for everyone. While we are committed to addressing nurses' concerns, our joint efforts must go beyond the constraints of static language in a contract. Learning and collaborating together, we can do more to create a culture of safety in our workplaces every day.