



## Incident investigation case example: Violence

A care worker was helping a male resident take a bath. It was mid morning. After getting the resident from his room and helping him to the tub room, the worker moved to help him to disrobe. Suddenly, the resident shoved the worker, causing her to fall backward and hit her head.

An investigation seeks to find the cause of an incident by asking a series of questions. Here are some examples of questions that can be asked when investigating a violence-related incident resulting from bathing a resident. If the answer to any of the questions below is “No,” the next question should be “Why.” The question of “Why” may have to be asked a few times to find the true cause of the issue.

### Job

- Is the bathing assessment current, based on the resident’s violent behaviour assessment, and available to workers?
- Did the bathing assessment reflect the resident’s preferences (e.g., bathing method, time of day, sex of worker)?
- Was the resident checked for stressors (e.g., pain, hunger, thirst, sleep deprivation) before being taken for his bath?
- Was there too much environmental stimulation (e.g., noise, light, cold) during the bathing process?
- Did the bathroom layout restrict the way the worker approached the resident?
- Did the resident have privacy when disrobing?
- Was the worker able to call for assistance? Was the response to the worker appropriate?



### Organization

- Do the bathing instructions consider the safety of the worker?
- Was documentation (e.g., ADL, care plan, or chart) clear about how to bathe this resident?
- Does the documentation reflect this resident’s past behaviours during bathing?
- Have workers been educated about how to safely bathe residents?
- Does anyone observe workers while they bathe residents, and provide feedback on their performance?
- Do workers have the ability to vary the bathing routine (e.g., lengthening or changing the time of the bath, delaying it to another day, or changing the method altogether)?
- Is pressure placed on workers to follow the bathing routine even when it may not be in everyone’s best interests?



## Individual

- Was the worker's practice consistent with policies and procedures?
- Did the worker refer to the appropriate documentation (e.g., ADL, care plan, or chart) before the bath?



- Does the worker know how to determine if a resident would be receptive to being bathed before starting the process?
- Was the worker aware of the resident's possible responses to being bathed?
- Does the worker report and document the results of bathing experiences with residents?
- Is the worker involved with reviews of the care plan?

## Conclusions

The following provides two possible outcomes from an incident investigation. The incomplete investigation focuses on the worker's actions and therefore the corrective action centres on the worker. The more thorough investigation delved deeper into what conditions were present that led the worker to make the decisions she did and therefore the subsequent corrective actions address these conditions.

Cause(s)	Corrective action(s)
<b>Incomplete investigation</b>	
The worker approached the resident too quickly to help him disrobe for the bath.	Provide more training on identifying reactive behaviours.
<b>Thorough investigation</b>	
This resident was admitted to the facility three weeks previously. During previous bathing, the resident was agitated but could be calmed when staff covered him with a towel in the bath. Although the care workers who had previously bathed the resident wrote in the log book that the resident was agitated during the bath, they did not note that covering him with a towel reduced his anxiety. In subsequent discussions with the family it was learned that the resident was a very modest man, who used to shower in the evening, after everyone else had gone to bed.	The resident's care plan was updated with changes to his bathing plan. He will be showered after dinner. Staff will assist him to the shower and will support him to bathe himself as much as possible.
Although workers are instructed to report behaviour changes, many workers feel that the bathing schedule is so rigid that there is no room to alter the schedule, and that resistive behaviour is a normal part of the bathing process.	<p>Provide a male care worker for bathing routines with this resident whenever possible.</p> <p>Re-evaluate these changes in the bathing plan in one week's time to verify that the changes are working.</p> <p>All workers will receive further instruction on documenting changes in the abilities and behaviours of residents. Care workers should also report changes to their nurse supervisors. Any change recorded on an ADL or reported to a nurse supervisor will indicate that a reassessment is required.</p> <p>Evaluate educational needs of workers on violence prevention.</p> <p>Assess how communication is gathered and shared on the unit.</p> <p>Assess bathing routines for other residents.</p>



WORKING TO MAKE A DIFFERENCE  
worksafebc.com