TITLE: Computer-based training (CBT) intervention reduces workplace violence and harassment for homecare workers

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ABSTRACT: Problem: Homecare workers provide support in homes where the standard workplace health, safety, and security services are not available. Homecare workers have reported past-year incidents of verbal aggression (50.3% of respondents), workplace aggression (26.9%), workplace violence (23.6%), sexual harassment (25.7%), and sexual aggression (12.8%).

Aim: The study examined the effectiveness of a workplace violence and harassment prevention and response program focused on preparation and de-escalation with female homecare workers in the consumer driven model of care in Oregon.

Approach: Oregon homecare workers were randomized to either computer based training (CBT only) or computer-based training with homecare worker peer facilitation (CBT peer); 306 female homecare workers completed the training (152 in CBT+peer and 154 in CBT only). Participants completed measures on confidence, incidents of violence, and harassment, health and work outcomes at baseline, 3, and 6 months post-baseline.

Conclusions: Homecare workers reported improved confidence to prevent and respond to workplace violence and harassment and a reduction in incidents of workplace violence and harassment in both groups at 6-month follow-up. CBT alone or with trained peer facilitation with homecare workers can increase confidence and reduce incidents of workplace violence and harassment in a consumer-driven model of care.

OBJECTIVE(S): Types and frequency of harassment and aggression experienced by homecare workers.

Training topics and scenarios related to preparation and de-escalation to prevent harassment and aggression that can be taught via computer-based training and reinforced by peer-led practice.

How de-escalation training can impact confidence and the experience of harassment and aggression.

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