



The Norman Knight Nursing Center
for Clinical & Professional Development

PCAs Quick Reference

What does the NDNQI (National Database of Nursing Quality Indicators) 2019 Nursing Sensitive Indicator-Assaults on Nursing Personnel mean?

Patient Care Services (PCS) is committed to improving workforce safety for our staff. Despite best efforts, assaults on nursing personnel occur in every U.S. hospital. These events are under reported. Beginning in January 2019, PCS will be measuring and reporting assaults on nursing personnel. This new measure:

- Aligns with the MGH/MGPO 2019 Quality and Safety Goal to improve patient and workforce safety and advance a safety culture.
- Helps us to better understand the frequency of assaults and the impact of improvements to assure staff safety.

Anyone who experiences any form of physical or sexual assault should submit a Safety Report, even if the event is already reported to Police & Security or Occupational Health.

What do you need to know when caring for potentially disruptive patients?

- Work to adapt your approach to help the patient stay calm
- Meet them where they are
- Watch for triggers (i.e. patient feels disrespected or reacts to the word “No”)
- Do not expect patient to easily fit into our routines or environment.
- Do not expect patient to be nice or to appreciate your hard work.
- Be aware of escalating behaviors
- Get peer support
- Remove yourself from harm’s way
- Call MGH Security as soon as you feel uncomfortable
- Complete a Safety Report

What is the role of the PCA (under the direction of the RN)?

- Know your patient’s plan for the day
- Ask the patient what they want to be called
- Ask what you can do to make them more comfortable
- Ask for permission before touching them
- Make direct eye contact during conversation
- Be aware of your tone of voice and body language
- When responding to a call light say, “How can I help you?”.
- Try to find another way to say “No”.
- Many thanks to Karen Miguel, RN, MM-H, CPPS-Staff Specialist, PCS Office of Quality & Safety

