

Environmental Design Checklist

Workers in health services may be exposed to challenging behaviour (CB) during the provision of health care or other supporting service.

It can present in various ways, from verbal aggression to more serious physical violence and assault. Not all of these are an outcome of a patient’s underpinning medical condition.

This environmental design checklist was developed to assist clinical managers to identify workplace environmental risks that may lead to challenging behaviour in the provision of patient care.

Health System Design and Environment

> Refer to the SA Health Protective Security Policy and resource: Security Self Audit.

Note: Security self-audits must be completed annually by 30 June each year and provided to the Agency Security Advisor.

Designing workflow and patient journey through services

	Yes	No	Comments
<p>Do health services review and improve the workflow, considering workers’ and patients’ needs resulting in improved patient outcomes, journey and safety?</p> <p>Take into account the following elements when developing procedures:</p> <ul style="list-style-type: none"> > Response times of service provision > Response time for workers to achieve service delivery/tasks > Safety > Order or sequence of tasks 			

<ul style="list-style-type: none"> > Time allocation for tasks > Physical movements of patients relative to service provision > Physical movement of workers to provide patient care and services 			
<p>Are all workers rotated into alternative duties to reduce challenging behaviour exposure, as necessary?</p>			
<p>Are strategies in place to minimise patient waiting times as much as possible?</p>			
<p>Other related Hazards:</p>			

The health service's physical environment for patient care

> A health services facility design contributes to the early prevention of challenging behaviour.

> A well maintained and visually appealing health service will be respected

Yes **No** **Comments**

Is the health service maintained externally, for example, no graffiti or clutter, clean, refuse bins available?

Do waiting areas have systems to notify patients about their progress in a queue?

Are waiting areas comfortable for patients and visitors e.g. chair comfort, enough space, access to drinks, telephones, well ventilated, clean and tidy?

Are there suitable activities for waiting patients, children and visitors?

Is the health service environment calming and subdued?

Is the noise level in the health service area minimised? Are quiet areas with some privacy available for de-escalation and calming techniques?

Safe access, egress, signs and wayfinding for patients

> *The physical accessibility contributes to a safe environment for all workers, patients, carers and visitors*

> *Services are signed*

Yes No Comments

Is clear information provided to patients about how to access the service

Are Information, Enquiries or Help services available in all areas?

Are both entry and exit areas of the health service clearly visible, signed and secured?
Has consideration been given to the disabled?

Is directional signage clear and appropriate to identify the service area?

Are car parks suitably situated, clearly signed for direction and designed to increase visibility for example, appropriate lighting?

Do all workers wear identification badges and/or identification badges which may also serve as electronic pass-card security for staff only or restricted areas?

Other related Hazards:

Workplace physical security – environmental design for worker safety

- > Security Managers/Officers assist with security threat analysis.
- > Refer to the SA Health Protective Security Policy Directive and Security Self Audit, Crime prevention through environmental design (CPTED).
- > All SA Health employees and non-employees providing ‘a service’ or ‘for service’ on SA Health premises must meet the requirements of the SA Health Criminal and Relevant History Screening Policy Directive prior to commencement of their service.

	Yes	No	Comments
<p>Is the health service secure, maintained and fit for purpose?</p> <p>For example, but not limited to:</p> <ul style="list-style-type: none"> > Is safety glass used > Are there limited moveable objects > Is lighting appropriate e.g. carparks, walkways, stairwells > Is signage appropriate 			

Natural Surveillance	Yes	No	Comments
<p>Are there areas where it would be difficult for another person to see that assistance was needed if a situation escalated or where it would be difficult to see a perpetrator approaching and restrict access if concerned? E.g. Waiting areas, reception, outpatients, emergency</p>			
Territorial Reinforcement	Yes	No	Comments
<p>Is access to the premises and vulnerable areas appropriately controlled?</p>			
<p>Are barriers in place to reduce physical access to workers in high risk areas i.e. reception areas allow separation of patients, and visitors from workers?</p>			
<p>Are there physical and/or symbolic barriers that separate workers only areas? e.g. 'Authorised personnel only' sign</p>			
<p>Is visiting access restricted or controlled?</p>			
<p>Are identification badges / stickers available?</p>			
<p>Other related Hazards:</p>			

Design Features for Emergencies	Yes	No	Comments
<p>Are communication, duress and other alarm systems present, maintained and tested?</p> <p><i>Note: Provision of duress alarm systems to site specific locations, workstations and on persons where required</i></p>			
<p>Are duress alarms easily accessible and not observable?</p>			
<p>Is it possible to separate workers from patients and members of the public? (protective barriers/screens)</p>			
<p>Are there readily accessible secure safe areas for retreat should a situation escalate? Are workers informed?</p>			
<p>Do safe secure areas have a communication system in place to notify of the situation and seek assistance?</p>			

<p>Are there a number of ways to exit the health service?</p>			
<p>Are exit points unlocked and readily accessible to all workers?</p>			
<p>Are there routes of escape from all treatment and/or interview rooms?</p> <p>Do service areas have easy access and egress for workers? I.e. no partitions for entrapment.</p>			
<p>Other related Hazards:</p>			

For more information

SA Health

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sahealth.sa.gov.au/challengingbehaviourstrategy



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