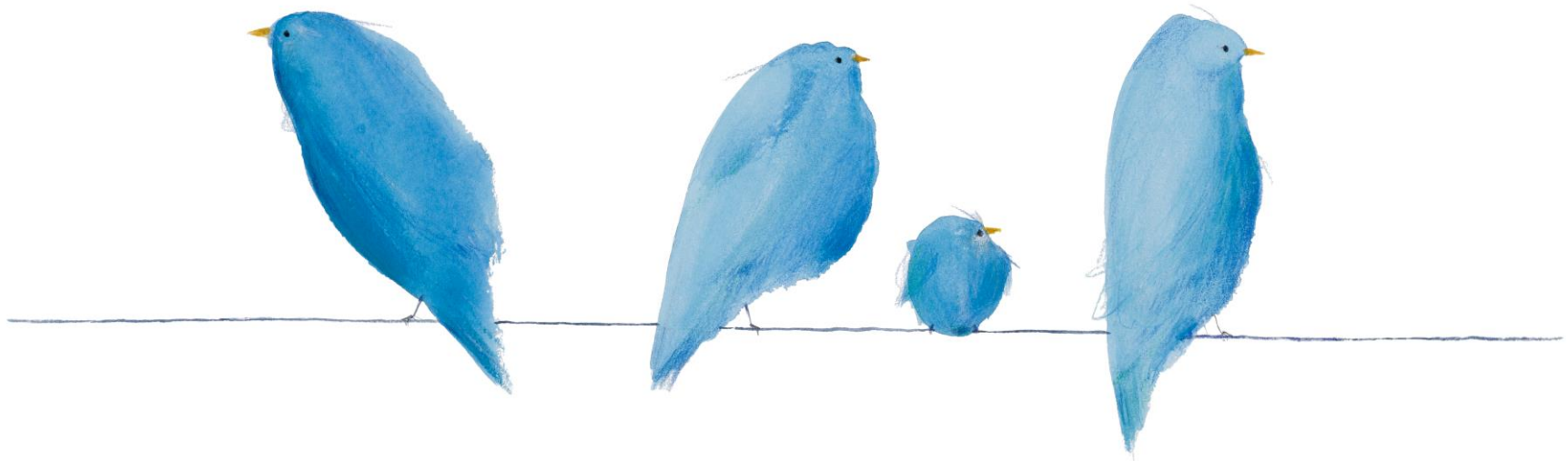


STRENGTHENING HOSPITAL RESPONSES TO FAMILY VIOLENCE



WHY HOSPITALS?

For many people, a health care professional is often the first person a victim/survivor of family violence will talk to.



HOSPITALS –

SERVICE PROVIDERS AND EMPLOYERS

As large employers we need to support staff who may be victims/survivors themselves.



WHAT DO OUR STAFF WANT TO KNOW?

- How do I ask a patient about family violence?
- What do I do if they disclose family violence?
- What is my duty of care?



THE BARRIERS FOR OUR STAFF

- High workloads and lack of time
- Not knowing what questions to ask
- Concern placing the woman at risk
- Feeling of helplessness in not being able to provide a solution
- Not knowing how and where to refer someone
- Feeling they are being pushed into another role

(Volume IV, p11, RCFV report)

A 'SYSTEMS-MODEL' APPROACH

SHRFV service model based on Kaiser Permanente's systems-model approach.

The systems-model approach aims to support family violence responses across the whole healthcare system.

THE STRENGTHENING HOSPITAL RESPONSES MODEL

Create
cross hospital
leadership and
momentum

Changing
culture

Respect and
Gender Equity

OVERARCHING
PRINCIPLES

Sensitive
Practice

Evidence
leads to
best practice

Laying a
foundation
through policy,
procedure
and guidelines

Build
partnerships
with wider
community
and family
violence sector

Build capacity
and capability

SIX STEPS OF SENSITIVE INQUIRY

1. Notice the signs
2. Ask sensitively
3. Respond respectfully
4. Action plan (collaborative)
5. Provide referral pathway
6. Document

PRINCIPLES OF SENSITIVE PRACTICE

- Respect
- Take time
- Rapport
- Share information
- Supportive - non judgmental
- Create a sense of control

KEY MESSAGES ABOUT TRAINING

Clinical training last step!

Existing training modules:

- Module 1 – A Shared Understanding
- Module 2 – Identifying & Responding
- Combined Modules 1 & 2

August 2017 launching four new modules:

- Responding to children (RCH)
- Older people (St Vincent's)
- Sexual Assault (CASA Forum)
- Regional/rural setting (Bendigo Health)



CREATE A
SUPPORTIVE
ENVIRONMENT
FOR PATIENTS
USING POSTERS
& BADGES



Everyone has the right
to feel safe at home

We understand family violence.
Our staff can help, or you can call 1800 RESPECT.

CREATE A
SUPPORTIVE
ENVIRONMENT
FOR STAFF WITH
E.G POSTERS AS
REMINDERS

Family violence is a health issue



- Notice the signs.
- Inquire sensitively.
- Respond respectfully.
- Provide a pathway to specialist family violence support services.

A single question can save a life:
'Do you feel safe at home?'

KEY MESSAGES ABOUT THIS WORK

- Hospitals are in a unique position to reduce the incidence and impact
- Whole-of-hospital approach
- Requires CEO, Executive and Senior Management commitment
- Model needs to be adapted to suit local health setting & environment



KEY MESSAGES ABOUT THIS WORK

- Focus on key clinical areas to train all staff e.g. ED, maternity
- Support this with a Clinical Champions network across the hospital
- Not trying to make staff FV experts
- Importance of self care, debriefing and reflective practice.



<http://haveyoursay.thewomens.org.au/shrfv-project>



Get involved in Strengthening hospital responses to family violence

Home » Welcome to the Strengthening Hospital Responses to Family Violence project

Welcome to the Strengthening Hospital Responses to Family Violence project

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Family violence is a serious health issue that predominantly affects women and children and profoundly impacts upon psychological and physical well-being. Family violence in all its forms is always unacceptable.

While hospitals are not family violence specialists services, we know that for many people a health care professional is often the first person they will talk to about family violence. Research also indicates that victims/survivors of family violence use emergency departments up to a third more than those who have not been a victim and consequently hospitals are in a unique position to provide a pathway to support and assistance.

In 2014 and 2015 the Victorian Government funded the Royal Women's Hospital (the Women's) and Bendigo Health to develop and implement a framework for embedding the practice of identifying and responding to family violence experienced by patients. In response, the Strengthening Hospital Responses to Family Violence (SHRFV) model was developed and is now being implemented by hospitals across Victoria. Based on international best practice, the model has two overarching principles and six key implementation elements for a staged approach that is applicable to any Victorian health setting.



The SHRFV Project Resources

- Resources overview
- SHRFV project overview
- SHRFV project management guide
- SHRFV Project Tools
- SHRFV Project Training Materials
- SHRFV Project Communication materials
- [more..](#)

The SHRFV Project Support Team

Tania McKenna



Role: Family Violence Project Manager

Organisation: The Royal Women's Hospital

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SHRFV FUNDING

March 2016 - Recommendation 95

The Vic Government resource public hospitals to implement a whole-of-hospital model for responding to family violence.

May 2017 – State budget

Vic Government is investing **\$38.4m** over the next four years to SHRFV to support hospitals to do this.

Save the date!

SHRFV Statewide Forum & Launch of SHRFV Toolkit (3rd edition)

When:

Friday 25 August 2017

0900 registration for a 0930 start.

Concluding @1600

Where:

Peter MacCallum Cancer Centre,
Grattan Street, Parkville.



THANK YOU

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