

Proactive Prevention: Patient to Staff Violence		Notes and Action Steps
Pre-employment background screening	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Patient Rights and Responsibilities clearly outline expectations re: violence, weapons, illicit substances and exclusion of visitors who are aggressive/violent <ul style="list-style-type: none"> • All inpatients provided copy of patient rights and responsibilities (outpatient equivalent?) <ul style="list-style-type: none"> • Family and Visitor Guidelines published and posted • Process for security escort off campus 	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Training: Physician, Advanced Practice Provider, and Staff: <ul style="list-style-type: none"> • Recognize precursor signals of violence • Medical record documentation expectations • De-escalation and Self-Defense training • Safe restraint use / ordering providers 	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Security Environmental Risk Assessment of High Risk areas: <ul style="list-style-type: none"> • Secluded location (satellite clinics, isolated patient exam rooms, no direct line of sight or panic switches) • Off site location: Home Health services • Screen home for safety prior to visit (i.e. Western Health Risk Assessment Screening Tool) 	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Patient Specific Proactive Prevention <ul style="list-style-type: none"> • Intake assessment includes screening for risk of violence/aggression; documentation in medical record • Patient past history of violence or aggression is clearly communicated to all team members (electronic alert, care plan) • Unique safety plan developed based upon known risks 	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Reactive Response to Event: Patient to Staff Violence		Notes and Action Steps
Security response <ul style="list-style-type: none"> • De-escalation attempted • Behavioral Control • Termination of care relationship • Law Enforcement Notification <ul style="list-style-type: none"> • Sharing minimum necessary PHI • If taken into police custody, ensure ongoing medical needs are communicated to law enforcement medical clinic/MD • Process for discharge/transfer to law enforcement • Restraining order 	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Law enforcement investigation <ul style="list-style-type: none"> • Witness interviews • Security video footage preserved • Formal charges rendered 	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Public Relations/Media Notified of potential media exposure re: arrest	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Ensure Victim support	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Ensure safe transfer of patient care	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Health system facility committee (multidisciplinary) focused on decreasing workplace violence enhanced interventions and educating the organization as to what is being done	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Reactive Response to Event: Patient to Staff Violence		Notes and Action Steps
<p>Suggested Policy review:</p> <ul style="list-style-type: none"> • Patient Search/Seizure of contraband/illicit substance/Patient Belongings • Surrendered weapons: storage safety and process for return to patient • Surrendered illicit substances or contraband: Disposal v. Law enforcement release • Criteria for report to law enforcement/responsible person • Criteria for restraint/seclusion application/responsible person • Criteria for application of ‘Behavior Alerts’ <ul style="list-style-type: none"> • Management (application and removal process) • Competency/Capacity/Surrogate-decision-maker/mental-health hold/involuntary confinement • When is forced medication admin/restraint acceptable? • Security use of force: handcuffs, pepper spray, etc... • Security video archive process/timeframe/expectations • Release of information to law enforcement/release of video to law enforcement • Law enforcement bringing weapons on-campus/ no weapon zone in psychiatry • Show of force/Code Strong/Code Grey response processes • Administrator-on-Call/RN Supervisor Responsibilities • Chain of Command • Professional discipline/Peer Review • Resolution of Patient Complaints and Grievances • Adverse Event Incident Reporting System • Guidelines for Environmental Protections in care of Known registered sex offender/patient in law enforcement custody • HIM restrictions/Patient Directory restrictions: Confidential/No-Publication/No Show/”Break the Glass”/ Pt Directory • Patient Alert/Care Plan/Electronic mechanism to notify all staff/all locations of increased risk of violence 	<input type="checkbox"/> Yes <input type="checkbox"/> No	

<ul style="list-style-type: none"> • Patient Term/Termination of Care relationship • Narcotic Care Agreement • Refusal of Care Form/Process • Discharge AMA • Elopement • Administrative Discharge • Patients who will not peacefully leave campus after discharge/Security escort off campus • Chaperone guidelines • Patient/Family Request for change in caregiver 		
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Proactive Prevention: Visitor/Family to Staff Violence		Notes and Action Steps
Staff Training: <ul style="list-style-type: none"> • Recognize precursor signals of violence <ul style="list-style-type: none"> • Divorced/ estranged patients • Parental loss of custody • Victim of gang violence or other criminal activity (confidential patient process) • Domestic violence survivor • Agitated/impaired/aggressive visitors (ICU/ED patients) • Medical record documentation expectations • De-escalation and self-defense training • Family and Visitor Guidelines published and posted • Policy for security escort off campus 	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Environmental Security <ul style="list-style-type: none"> • Locked/restricted access (infants/intensive care/ER/ability to “lock down”) • Security rounds/panic switches/lighting/alarms/video monitoring • Risk assessment for identified areas of vulnerability 	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Reactive Response to Event: Visitor/Family to Staff Violence		Notes and Action Steps
Call to law enforcement	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Exclusion from building	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Pre-employment background screening	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Document actions and exclusion in medical record	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Post alert to future care givers and future security officers	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Inform patient of reasons for visitor/family exclusion	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If excluded person is surrogate decision-maker; document continued updates/contact/consent achieved via phone	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Ensure Victim support	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Proactive Prevention: Staff to Staff Violence/Harassment		Notes and Action Steps
Pre-employment background screening	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Policy clearly defines: Workplace Violence/Harassment /Sexual Harassment/ Code of Professional Conduct/Fitness for Duty <ul style="list-style-type: none"> • Train all staff to recognize and report • Provide and encourage use of EAP to deal with potential stressors • Provide and encourage use of chain of command to report concerns & frustrations before they escalate • Train leaders to recognize and mitigate high-stress work environments and danger zones • Train all team members in de-escalation techniques and encourage respectful communication 	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Confidential Incident Reporting system	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Annual Culture of Safety Survey; measure staff perceptions of workplace safety	<input type="checkbox"/> Yes <input type="checkbox"/> No	
EOC surveillance of incident reports and trends; identify high-risk areas and intervene	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Disciplined or Terminated Employees <ul style="list-style-type: none"> • Consistent enforcement of expectations and fair disciplinary procedures • Pre-discipline warnings re: consequences • Process establish safety plan for highly disgruntled or violent employees (security escort, exclusion from campus, notification of remaining team member to report return to campus) 	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Reactive Response to Event: Staff to Staff Violence/Harassment		Notes and Action Steps
Prompt-comprehensive Incident response/investigation process <ul style="list-style-type: none"> • Investigative lead should be leader other than direct supervisor • HR & Labor relations involvement • Ensure Employee rights • Administrative leave during investigation • Post-event background check to evaluate any changes compared to pre-employment screen 	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Potential Regulatory Reporting Requirements: <ul style="list-style-type: none"> • OSHA • State Labor & Industries • Worker's Compensation program • Professional Licensing Board • Local Law Enforcement 	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Victim support <ul style="list-style-type: none"> • Confidential medical screening and treatment • Temporary Administrative leave/release from duty • EAP support • Critical Incident Team debrief if necessary 	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Proactive Prevention: Physician or Third Party Professional to Staff Violence/Harassment		Notes and Action Steps
Pre-engagement background checks and screening	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Medical Staff Bylaws/Professional Code of Conduct clearly addresses: Workplace Violence/Harassment	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Any contracts/agreements with on-campus third party contractors or vendors clearly addresses: Workplace Violence/Harassment <ul style="list-style-type: none"> • Contract language provides explicit expectations re: workplace violence and termination clause protects facility interests 	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Zero tolerance policy	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Clear, transparent peer review and other accountability structure	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Provide and encourage use of facility contact or incident reporting system to report concerns & frustrations before they escalate	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Train facility leaders to recognize and mitigate as they liaison with contractors and Medical Groups	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Training in de-escalation techniques and respectful communication (Team Stepps, CPI, etc...)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Annual Culture of Safety Survey; measure MD & vendor perceptions of workplace safety; disseminate learning from survey	<input type="checkbox"/> Yes <input type="checkbox"/> No	
EOC surveillance of incident reports and trends; identify high-risk areas and intervene	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Reactive Response to Event: Physician or Third Party Professional to Staff Violence/Harassment		Notes and Action Steps
<p>Prompt-comprehensive Incident response/investigation process</p> <ul style="list-style-type: none"> • Clear, transparent peer review and other accountability structure <ul style="list-style-type: none"> • Led by leader from facility as well as leader from vendor/medical group • Administrative leave during investigation • Post-event background check to evaluate any changes compared to pre-employment screen • Document all communications; each step of the investigation and review process • Consider contract protections/termination clauses/ contract quality metrics related to behavior 	<input type="checkbox"/> Yes <input type="checkbox"/> No	

<p>Potential Regulatory Reporting Requirements:</p> <ul style="list-style-type: none"> • Report to leadership at vendor company/medical group • Credentialing/Privileging Board • OSHA/ State Labor & Industries • Worker’s Compensation program • Professional Licensing Board • Local Law Enforcement 	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<p>Ensure Victim support</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Proactive Prevention: Stranger/Non-Employee to Staff Violence		Notes and Action Steps
<p>Non-Employee</p> <ul style="list-style-type: none"> • Process for staff to report to security any personal issues impacting safety while at work (i.e. protective order/restraining order, domestic violence at home, stalker, threats from non-employees) <ul style="list-style-type: none"> ▪ Security assesses risk of violence and recommend safety plan while at work ▪ Security, employee and supervisor work together to implement safety plan ▪ Employee Leave related to Domestic Violence, Assault, or Stalking 	<input type="checkbox"/> Yes <input type="checkbox"/> No	
<p>Stranger</p> <ul style="list-style-type: none"> • Active Shooter • Bomb Threat • Child Abduction • Suspicious Persons • Campus Safety Plan <ul style="list-style-type: none"> ▪ Emergency Phones ▪ Lighting ▪ Security Escorts ▪ Security Rounds ▪ Panic Switches/Calls for help ▪ Locked/restricted Access ▪ Video Monitoring ▪ Metal Detectors • Law Enforcement notification of trespass • Ensure victim support 	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Additional Resources:

Title: Active Shooter Planning and Response In A Healthcare Setting

Author: The Healthcare & Public Health Sector Coordinating Council

Link: https://www.fbi.gov/file-repository/active_shooter_planning_and_response_in_a_healthcare_setting.pdf/view

Title: Department of Labor Workplace Violence Program

Author: United State Department of Labor

Link: <https://www.dol.gov/oasam/hrc/policies/dol-workplace-violence-program.htm#PolicyPurposeandScope>

Title: Guidelines for Prevent Workplace Violence for Healthcare and Social Service Workers

Author: Occupational Safety and Health Administration (OSHA)

Link: <https://www.osha.gov/Publications/OSHA3148.pdf>

Title: Mitigating Violence In The Workplace

Author: American Organization of Nursing Leadership (AONE) and Emergency Nurses Association

Link: <http://www.aone.org/resources/mitigating-workplace-violence.pdf>

Title: Promoting Violence Prevention

Author: American Medical Association

Links: <https://www.ama-assn.org/delivering-care/promoting-violence-prevention>

Title: Sample Policy and Procedures

Link: http://www.ashrm.org/resources/workplace_violence/pdfs/ASHHRA-Workplace_Violence2.pdf

Title: Teaming Up Against Workplace Violence

Author: Joint Commission

Link: https://www.jointcommission.org/workplace_violence.aspx

Title: Using Action Research To Plan A Violence Prevention Program For Emergency Departments

Authors: Donna Gates, EdD, RN, FAAN, Gordon Gillespie, PhD, RN, CEN, Carolyn Smith, MSN, RN, Jennifer Rode, MSN, RN, Terry Kowalenko, MD, and Barbara Smith, BS, Cincinnati, OH, and Ann Arbor, MI

Link: http://www.ashrm.org/resources/workplace_violence/pdfs/Plan-a-Violence-Prevention-Program-for-EDs.pdf

Title: Violence in the Workplace Prevention Policy

Link: http://www.ashrm.org/resources/workplace_violence/pdfs/WPV-Prevention-Policy.pdf

Title: Violence Prevention Resources

Author: American Psychiatric Nurses Association

Links: <http://www.apna.org/i4a/pages/index.cfm?pageID=6072>

Title: Workplace Violence

Author: American Bar Association (Practical Law - Labor & Employment – Note 7-505-7511)

Link: http://www.americanbar.org/content/dam/aba/events/labor_law/am/2014/1g_workplace_violence2.auth-checkdam.pdf

Title: Workplace Violence

Author: Crisis Prevention Institute

Link: <https://www.crisisprevention.com/Resources/Knowledge-Base/Workplace-Violence>

Title: Workplace Violence

Author: U.S. Department of Justice - Federal Bureau of Investigation

Link: https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=0ahUKEwjisIGym8zSAh-WP8oMKHYI4CE0QFgghMAE&url=https%3A%2F%2Fwww.fbi.gov%2Ffile-repository%2Fstats-services-publications-workplace-violence-workplace-violence&usq=AFQjCNEH0IhuPoc8nltalZqExwUIVOXOFA&sig2=l-0wQKBRM21Xd2_SjIPC36Q

Title: Workplace Violence

Author: United State Department of Labor - Occupational Safety and Health Administration (OSHA)

Link: <https://www.osha.gov/SLTC/workplaceviolence/>

Title: Workplace Violence Continuum

Author: Crisis Prevention Institute

Link: <https://www.crisisprevention.com/Specialties/Prepare-Training/Definition-of-Workplace-Violence/Workplace-Violence-Continuum>

Title: Workplace Violence Prevention

Author: Joint Commission (FBI) – Active Shooter

Link: https://www.jointcommission.org/wpv_healthcare_fbi/

Title: Workplace Violence Prevention for Nurses, Online Course

Author: CDC

https://www.cdc.gov/niosh/topics/violence/training_nurses.html

Title: Workplace Violence Prevention Policy

Author: Society for Human Resource Management

Link: https://www.shrm.org/resourcesandtools/tools-and-samples/policies/pages/cms_007623.aspx

Title: Workplace Violence Workgroup Report

Author: American Psychiatric Nurses Association

Links: <http://www.apna.org/i4a/pages/index.cfm?pageID=4912>

Title: Zero Tolerance for Workplace Violence

Author: Nonprofit Risk Management Center

Link: <https://www.nonprofitrisk.org/resources/articles/zero-tolerance-for-workplace-violence/>