

The background of the slide is a large green rectangle. In the top-left corner, there is a dark blue triangle. In the bottom-left corner, there is a yellow triangle. In the bottom-right corner, there is a light green triangle. The text "Workplace Violence" is centered in the green area.

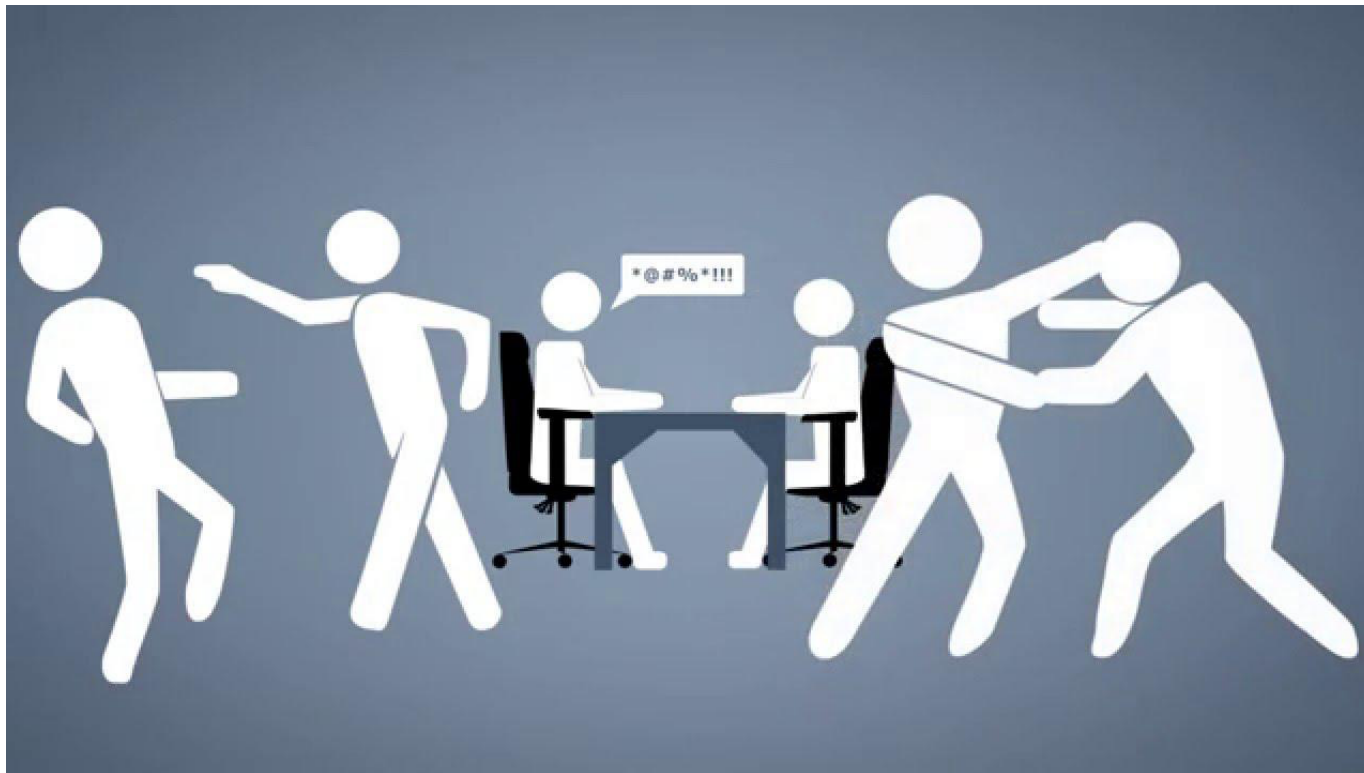
Workplace Violence

Work Place Violence: a review of best practices

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- *August, 2019*



It should not hurt to care:
Why workplace violence matters to me





Incidence of violence against health care workers

- Health care workers are four times more likely to be a victim of violence than workers in the private sector.
- The National Crime Victimization Survey showed a 20% higher chance for healthcare workers to be a victim of violence compared to other workers.
- A survey by the American Nurses Association (ANA) showed 21% of nurses reporting physical assault and 50% being verbally assaulted.
- Morbidity and Mortality Weekly reports showed that injuries from workplace violence doubled between 2012-2014 and workplace assaults averaged 24,000 incidents per year (2011-13) representing a 75% increase in workplace violence in healthcare.

- Joint Commission (2010). Preventing Violence in the Health Care Setting
- OSHA (2015). Workplace Violence in Healthcare: Understanding the challenge
- Joint Commission (2018). Physical and verbal violence against health care workers

What is workplace violence

- Workplace violence is considered to be any act of aggression, including any physical assault, emotional or verbal abuse directed toward persons at work or on duty.
- These assaults or threats include physical, psychological, and verbal violence such as threats, verbal abuse, and harassment.

Summary of Recommendations

1. Perform workplace analysis
2. Create comprehensive organizational violence prevention program
3. Adopt 'zero tolerance' policy
4. Report violent events through organizational documentation system
5. Develop violence response plan
6. Perform post event reviews
7. Monitor key metrics
8. Provide de-escalation training for staff
9. Develop behavioral response team

- Strickler (2018) Responding to violence against healthcare staff. Nursing 2018

Active Shooter Scenario

- Change in Training
 - *run, hide, fight*
 - becomes
 - *secure, preserve, fight*
- Inaba et al (2018). Active Shooter Response at Health Care Facility. NEJM



Resources

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- Papa, AM ., Venella, J. (2013) Workplace violence in healthcare: strategies for advocacy. Online Journal Issues in Nursing. Jan. 2013
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