

Wisdom for Your Life.

# WORKPLACE VIOLENCE PREVENTION

*Our Mission*

To serve through healing,  
education and discovery



# New Workplace Violence Standard 2022

- **Effective January 1, 2022**
- Standards were implemented to mitigate or resolve the workplace violence, safety, and security risks.
- New and Revised requirements
  - Define workplace violence
  - Leadership oversight
  - Workplace analysis and data collection
    - Continually monitoring workplace violence incidents
    - Staff injuries, property damage
    - Safety and security incidents involving patients, staff, and visitors
    - Internal reporting and investigation
  - Policies and procedures
  - Post-workplace violence strategies
  - Training and education

# What Is Workplace Violence at UTMC?

**Workplace Violence** according to OSHA is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide. It can affect and involve employees, clients, customers and visitors. is an issue that the Healthcare industry continues to look for processes and solutions to prevent.

**86%** of all Healthcare workers report that they have been victims of WPV in their career

**60%** of all reported assaults that result in injuries in the U.S. Workforce are healthcare workers (Bureau of Labor and Statistics)



## Workplace Violence is **NOT**:

- A normal part of your job that you should just “deal with”
- Something that shows “you can’t do your job correctly”
- An acceptable part of patient, visitor, or team member behavior
- Tolerated on UTMC campus or in its Physicians’ Offices, both on campus and a satellite Offices.
- Something to keep quiet and to not talk about
- Something that UTMC campus has because it’s an unsafe place to work; It’s a reflection of our society as a whole

# What Are Some Examples of WPV?

- Verbal Abuse
- Outbursts of Anger/Grief
- Intimidation
- Written/Verbal Threats (Specific)
- Stalking/Harassment
- Attempts to Elope (Psych/Prisoner)
- Vandalism
- Physical Assault
- Threatening Assault with Weapons
- Homicide/Suicide
- Other Criminal Activity (Theft/Drug Activity)
- Disruption of Hospital Services



- Patients Upset with Patient Care Issues
- Patients Dealing with Mental Illness
- Suicidal/Homicidal Patients
- Combative Patients with Head/Brain Injuries
- Persons Dealing with Dementia, Alzheimer's, etc.
- Persons Under the Influence of Drugs or Alcohol
- Upset Visitors or Family Members
- Criminal/Law Enforcement Issues
- Team Member Issues – Domestic or Otherwise
- Random Acts of Violence

# Recognizing Signs of Escalation

Remember that patients and visitors do not want to be at the hospital, and are likely going through a life-changing, traumatic experience (illness, trauma, end-of-life scenarios, etc.)

People will be experiencing all types of emotions trying to cope with their situations including:

- **Anxiety**
- **Fear**
- **Sadness/Grief**
- **Anger**
- **Frustration**
- **Desperation**
- **Lack of Sleep**
- **Confusion**



# Questions to Ask Ourselves

**You can prepare to de-escalate people by considering the following:**

- **How am I feeling at this moment?**
- **What information do I need to know?**
- **What specific behavior is this person doing that needs to change?**
- **What does this person feel, need, or want?**
- **How is the environment affecting the issue?**
- **What are my options and how can I best respond?**





## Structuring

- Relying on UTMC Policies and Procedures
- Being consistent with patient care across all shifts and departments
- Treating all patients and visitors the same
- Providing expectations of behaviors from both the team members as well as patients and visitors
- Being very familiar with your patient's status (Can they leave if they want to?, medications, etc.)

## Active Listening

- Ask what the person's direct issue is
- Give undivided attention and make eye contact while talking to them
- Communicate that we seek to understand the issue and attempt to seek a solution
- Realize that the person may raise their voice, curse, and be upset, but may have a legitimate concern that needs to be addressed
- Be respectful and non-judgmental

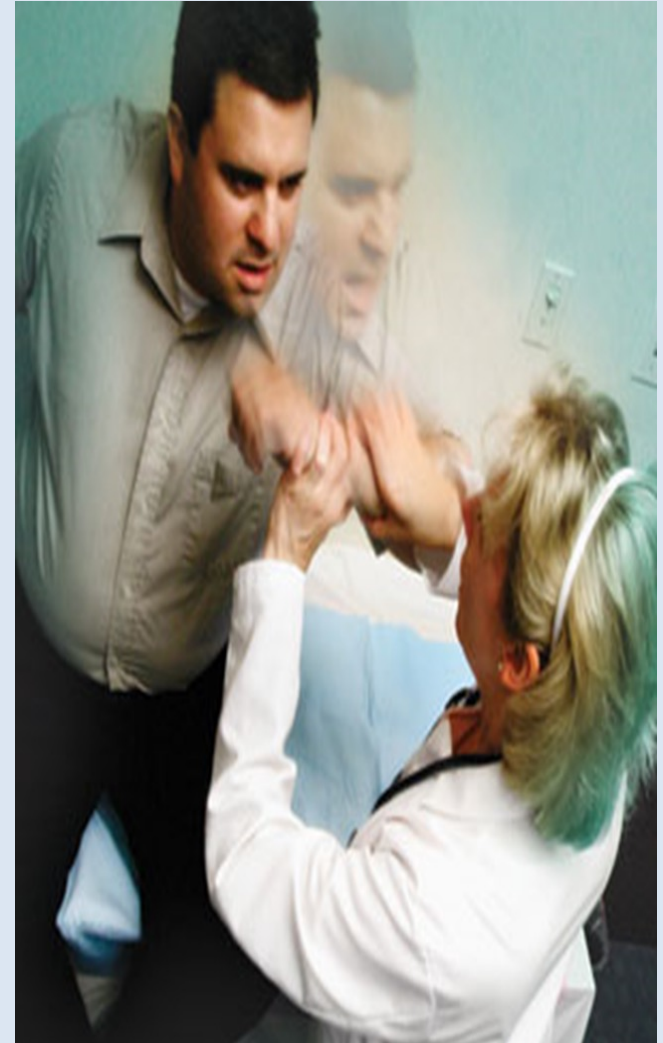
# Other Important De-Escalation Considerations

- Give personal attention and encouragement
- Avoid giving negative non-verbal behavior (eye-rolling, huffing, negative facial expressions and comments)
- Watch your tone of voice while addressing the person
- Speak calmly, assertively, but respectfully
- Remain calm, don't feed into the conflict
- Be honest with the person, even if the answer is not something that they want to hear
- Set proper limits on behaviors (Limits that are enforceable, reasonable, and that ARE enforced)

# If an Assault Incident Occurs

## Every Assault Incident contains (4) key elements:

- **A Trigger to Violence**
- **A Target**
- **A Weapon**
- **Level of Stress**



# If an Assault Incident Occurs

- Never touch an angry or potentially violent person unless **ABSOLUTELY NECESSARY**
- Remove the target of the abuse if possible; realize that the target may shift during the incidents
- Don't put yourself in a dangerous physical position where you have no escape route
- Consider the worst-case scenario of what might happen to you and have a plan in your head of how you would respond
- Realize that you can legally defend yourself in any proper way that allows you to escape the situation

# Types of Assaults that May Occur

- Punching, Kicking, Slapping, Smacking
- Pushing or Grabbing
- Hitting with a weapon (IV pole, tray)
- Threatening with weapon (“I’m going to get a gun & shoot you”)
- Spitting
- Scratching (especially while getting vitals or helping to toilet)
- Throwing an item at you
- Biting
- Head-Butting
- Choking
- Groping/Sexually Assault

**ALL OF THESE ARE ASSAULTS AND ARE NOT TOLERATED!!**

# WPV Reporting

If you experience Workplace Violence (and especially an assault) you need to do the following:

- Call Security (x9540) to assist with the situation and to do an incident report (Security can help you file Assault charges if you choose as well)
- Make your Team Leader/Manager aware of the incident
- Make the physician aware of the incident in case changes to the patient's care plan needs to be made
- Fill out a Safety Intelligence report (always for an assault!)
- Seek Medical treatment and fill out proper paperwork to report any injury as a result of the incident

# Conclusion

- Workplace Violence/Assaults are NOT just “part of your job”
- UTMC does not tolerate Workplace Violence and makes every effort to prevent and reduce it
- Communicate and Report all concerns that you may have because early reporting is a key factor in preventing Workplace Violence/Assaults
- If you ever have any questions about your rights, policies and procedures, or Security concerns about Workplace Violence, please contact the Security Department (x9540)