

# Workplace Violence Prevention and Reporting

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# Violence in Healthcare

- Violence in healthcare is a nationwide epidemic.
- Factors associated with perpetrators of violence:
  - Altered mental status or mental illness
  - Patients in police custody
  - Long wait times or crowding
  - Being given “bad news” about a diagnosis
  - Gang activity
  - Domestic disputes among patients or visitors
  - Presence of firearms or other weapons
- Healthcare workers who are verbally and/or physically abused may also be psychologically traumatized.

# Definition of Violence

An act or threat of violence, involving an explicit or implicit challenge to personal safety, well-being, or health; and/or threatening disruptive behavior that occurs within healthcare facilities.

- Biting
- Kicking
- Punching
- Pushing
- Pinching
- Shoving



- Scratching
- Spitting
- Name calling
- Intimidating
- Threatening
- Yelling



- Harassing
- Stalking
- Beating
- Choking
- Stabbing
- Killing

# Definition of Violence

What if an employee is trying to defend himself or herself from harm and/or life-threatening circumstances and the violent person (perpetrator) is accidentally harmed in the process?

If this happens, the employee is **NOT** guilty of an incident of workplace violence against the violent person.

**PROTECT  
YOURSELF**

- NKCH has a **ZERO TOLERANCE** policy for workplace violence.
- All acts of violence or threats against any staff, visitor, or patient are to be **immediately reported**.
- NKCH **commits** to **investigate** violence, **respond** to incidents, and **support** victims of violent acts.



## Four Universal Precautions for Workplace Violence/Aggression



1. Zero Tolerance Concept
2. Recognize Escalation and Intervene Immediately
3. Institute a Culture of Reporting
4. Debrief Events

# Zero Tolerance Concept

NKCH accepts that aggression may happen and when it does, we are **not** going to tolerate it. We are going to have systems, processes, and people in place who are going to **intervene** at the **lowest possible level** when there is an escalation.

Zero tolerance doesn't mean aggressive behavior is not going to happen, rather, when it does, **it is not going to be tolerated.**

# Recognize Escalation and Intervene Immediately

This is the goal.

Staff need to get there quickly to intervene.

Staff need to understand and know when the potential for an aggressive act begins to escalate.

Staff shouldn't ignore somebody who is threatening or being aggressive.



# Institute a Culture of Reporting

Staff need to understand when they report, they are providing information that can assist in gaining resources to help with aggression and/or violence.

Reporting acts of aggression and/or violence will help NKCH quantify occurrences and support staff.



# Institute a Culture of Reporting



An employee who is the victim of violence, believes he/she has been threatened with violence, or witnesses an act or threat of violence toward anyone else shall take the following steps:

1. If an emergency exists and the situation is one of **immediate danger**, the person shall contact the NKCH **Security & Safety** Department at **13900** and may take whatever emergency steps are available and appropriate to **protect** him/her **from immediate harm**.

Once the immediate danger has passed, the employee shall **report the incident** via the **Online Occurrence Reporting System**.

# Institute a Culture of Reporting



In situations of **immediate danger**, Nursing staff have a **Speed Dial Button** for **13900** on their **Ascom phones**.

When answered by the PBX Operator, when possible, state your **location** and briefly describe **what is happening** so Security knows how to respond.

If you're in a situation where you can't speak directly to the PBX Operator, just provide your location and the PBX Operator will notify Security.

# Institute a Culture of Reporting

2. If the situation is not of immediate danger, the employee shall **report the incident** via the **Online Occurrence Reporting System** and one of the following:
  - a. Communicate directly to Department Leadership or Director of Clinical Operations (DCO).
  - b. Communicate with the NKCH Security & Safety Department by calling extension 12066 then \*2 (not the immediate emergency extension 13900).

**Showing care and compassion  
is part of your job.**

**Knowing how to protect  
yourself is, too.**

# Institute a Culture of Reporting

NKCH's **Online Occurrence Reporting System** includes an **icon** for **Workplace Violence**. Staff should report **all** occurrences of violence including **verbal, physical, sexual,** or a combination thereof.



**Each reported instance** of workplace violence shall be reviewed in a timely manner.

Staff will **not be retaliated against** for reporting any type of violence or participating in an investigation of a violent act.

**Discrimination against victims or reports of violence is prohibited.**

**Violent behavior or actions** against NKCH employees may result in **criminal prosecution**.

It is the **sole decision of any staff member** who is the victim of an assault which occurs within the scope of employment or practice at NKCH as to whether or not to press criminal charges against the assailant.

The staff member who decides to press charges shall be **assisted** by the **NKCH Security & Safety Department**.

# Initiatives in Place at NKCH to Address Workplace Violence



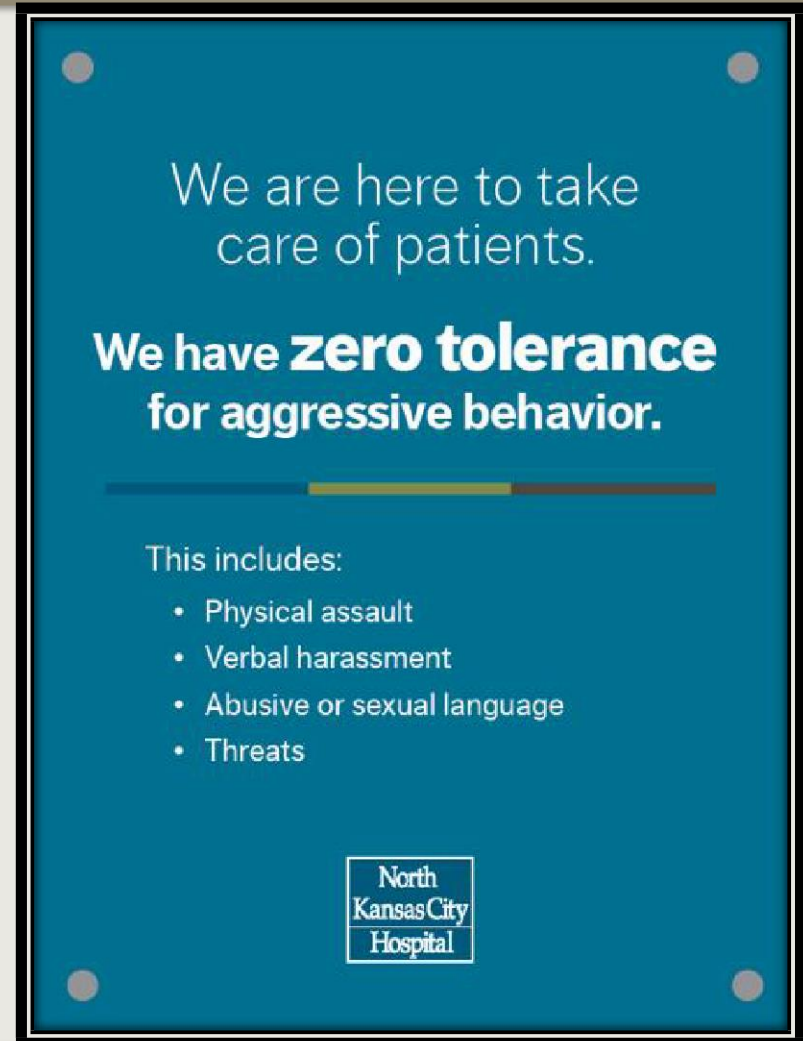
- Ascom phone **Speed Dial Button**
- Security & Safety Representatives wear **body cameras** for **video documentation**
- **Proactive communication** as **prevention of violence**:
  - Violent patient **chart pop-ups**
  - **Orange placards** to increase staff awareness that the patient has a risk of violent behavior
  - **Yellow gowns** for patients
- Staff and visitor **education**



# Initiatives in Place at NKCH to Address Workplace Violence



- Marketing **videos** with NKCH staff and “If It Escalates, Call 13900” flier
- Overhead Security & Safety **cameras**
- Specific **hospital signage** addressing “Zero Tolerance for Aggressive Behavior” strategically posted throughout the hospital



## What to do when violence occurs:

1. REPORT IT!!
2. Notify Leadership.
3. Notify Security.
4. Notify Law Enforcement if needed.



**Take a Stand:  
NO MORE VIOLENCE  
to Healthcare Workers!!**

# References



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