

CommonSpirit Workplace Violence Prevention Student Awareness Training



Course Objectives



1. Recognize the types of workplace violence.
2. Understand the risk factors associated with workplace violence
3. Know the prevention strategies for mitigation of harm:
 - Recognize the importance of situational awareness.
 - Recognize warning signs indicating the potential for violence in the workplace.
 - Define communication and skills used to recognize and manage workplace violence.
 - Understand the information to be provided when an event occurs
4. Understand the resources available for questions and concerns.

Workplace Violence Prevention Program

- Promotes a culture of safety in order to foster a safe work environment.
- Mitigates and manages behaviors that are incongruent with a culture of safety and CommonSpirit Health's values.
- Provides a framework for training, facility specific processes, and support for individuals involved in workplace violence.



Impact of HealthCare Workplace Violence

- Compared to all other industries in the United States, healthcare professionals are at the greatest risk for experiencing work-related violence.
- Most work-related violence toward healthcare employees is committed by patients or visitors.
- 85% of events occur at the bedside.

CDC/NIOSH - Occupational Violence: <https://www.cdc.gov/niosh/topics/violence/fastfacts.html>



Addressing Violence in the Workplace

- CommonSpirit Health has a culture of non-violence (including verbal and nonverbal threats and related actions).
- There are no reprisals to those who, in good faith, report WPV while on the property or campus, or in other areas where health care is provided.
- Violence of any type should be reported as soon as possible. Suggestions of ways to reduce or eliminate risks are encouraged, and may be provided to the preceptor, the unit / department supervisor, or faculty.
- Individuals utilizing the CommonSpirit Health facilities for their learning experience are required to participate in workplace violence prevention training; this training includes recognition of aggressive behavior, ways to prevent or diffuse violence in the workplace, and resources for questions and follow-up care.

Four Types of Workplace Violence

Type 1: Criminal Intent - The perpetrator has *no legitimate relationship* to the business or its employees. Typically committing a crime in conjunction with the violence.

Type 2: Customer/Client - Includes violent behaviors *toward employees by patients, their family members, and/or visitors*. May also include vendors, contracted workforce, and/or those in volunteer service.

Type 3: Worker-on-Worker - May be an *employee of the organization, a contracted employee, or a past employee*. Includes bullying or verbal and emotional abuse that is unfair, offensive, vindictive, and/or humiliating.

Type 4: Personal Relationship - The perpetrator has a *relationship with a person* within the organization and the violence moves into the work environment.

Where Can Workplace Violence Occur?

- Violence may occur anywhere in the health care setting and anywhere that health care services are provided
- Violence occurs more frequently in some areas within the hospital than others:
 - Emergency Department
 - Behavioral Health unit/department
 - Maternal/Child unit/department
 - Geriatric Care unit
 - General/Public waiting area
 - Areas where billing/payments occur



Student Assignments in High Risk Departments

- In order to prevent a workplace violence event while in a CommonSpirit facility, the student must **not enter an occupied patient's room in the ED or Behavioral Health Unit without a preceptor, the patient's primary care nurse, or another member of the health care team prior to a violence risk assessment by staff.**
- If the practicum assignment on any other unit / department includes an individual with a history or violent behavior or the potential for violence, request another patient be assigned.

Situational Awareness

Be alert to surroundings and the activities of others that are nearby.

Trust instincts and ask for help if feeling vulnerable or at risk for harm.

Recognize the potential for violent behavior such as; sudden changes in behavior, increase in tension or a statement of intent to commit violence, previous history of acting out/violent behavior, refusal to communicate and sudden outbursts.

Dress for Safety - Recognize that those things on or around your person could be used as a source of harm (scissors, pens, badge lanyards that are not breakaway, jewelry, etc.).

Report concerns, suspicious activity, potential/actual events.

If there is evidence of escalating behaviors or violence, the safest course of action is to exit the area and seek help.

Possible Approaches to Minimize Workplace Violence

- Ensure the individual's basic needs are met (i.e. hydration, nutrition, rest, etc.).
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- Provide a calming environment (i.e lighting, noise level, movement of others, restrictions of activity, or limited personal space, etc.).
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- Utilize a proactive coordinated approach to care (i.e. awareness of body language, voice inflections and tone, vocabulary, active listening, and bias awareness, etc.).
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- Acknowledge and address, if possible, the individual's frustration, fears and stress level.
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- Provide diversional activity to prevent/disrupt escalating behavior.
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- Encourage support from family, friends, or clergy if previously effective with de-escalation.

Reporting Expectations

- Timely and complete reporting of workplace violence events is essential.
- The following information should be provided:
 - Date, time, and location where the event occurred
 - Individuals present - including, employees, visitor etc.
 - Factual description of the perpetrator's behavior
 - Statements made those present
 - Interventions used, if needed, to address the violence
 - Who was notified about the event
- Consult with a preceptor, supervisor or instructor on how to report



Summary

CommonSpirit Health:

- Has a culture of non-violence (including verbal and nonverbal threats and related actions).
- Creates a culture of safety through employees reporting events of potential and/or actual threatening, aggressive or violent behaviors.
- Creates an environment where there will be no retaliation for reporting - either to the appropriate internal or external person(s)

Resources available for Support

It is important to be aware of the impact that may be experienced following a workplace violence event - both physical and emotional. Seek the resources needed to process the event and for any follow-up support.

- Students may chose to utilize the support and resources from the education program - their instructor, faculty, or through the academic institution's processes.
- Students may also utilize the following resources:
 - Assigned preceptor
 - Leader of assigned unit or department
 - Facility Mission staff

Above all, don't hesitate to reach out and ask for help!

Next Step: Complete the Attestation Form

- 1) **Confirm** that I completed and understand the assigned CommonSpirit Workplace Violence Prevention (WPVP) Awareness training.
- 2) **Attest** to complying with the following expectations. I will:
 - Not enter an occupied patient's room in the ED or Behavioral Health Unit without a preceptor, the patient's primary care nurse, or another member of the health care team.
 - Trust my instincts and ask for help if I feel vulnerable or at risk of harm.
 - Recognize the potential for violent behavior: sudden changes in behavior, increase in tension or a statement of intent to commit violence, previous history of acting out/violent behavior, and/or refusal to communicate or sudden outbursts.
 - Dress for safety; recognizing that items on or around me could be used to harm me or others (scissors or pens in your pocket, badge lanyards that are not breakaway, jewelry).
 - Promptly respond to any WPVP direction provided by CommonSpirit staff