

**Workplace Violence Prevention
Program
for
External Team Members
Registry & Students**



Objectives

- ▶ Define workplace violence (WPV) & Sharp Healthcare's (SHC) Workplace Violence Plan
- ▶ Identify how hazards are assessed and evaluated
- ▶ Define the personal Safety Measures implemented within SHC
- ▶ Discuss how team members can communicate concerns
- ▶ Understand SHC's approach to addressing WPV incidents
- ▶ Be able to recognize the potential for violence and how to counter them
- ▶ Implement strategies for avoiding physical harm
- ▶ Describe how to seek help
- ▶ Understand how reporting to law enforcement occurs.
- ▶ Recall the resources available within SHC to cope with an incident
- ▶ Explain what to do in case of alarm/emergency

What is Workplace Violence?

- ▶ Any act of violence or credible threat of violence that occurs at the work site
- ▶ Threat or use of physical force against a team member that results in, or has a high likelihood of resulting in, an injury, psychological trauma or stress regardless of whether the team member sustains an injury
- ▶ An incident involving the threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the team member sustains an injury

Four Workplace Violence Types

- ▶ There are 4 different types of workplace violence defined by law enforcement. SHC is concerned about ALL types, but this presentation focuses on Type 2.
 - **Type 1:** Violence committed by a person who has no legitimate business at worksite
 - **Type 2:** Violence directed at team members by customers, clients, patients, students
 - **Type 3:** Violence against an team member by present or former team member, supervisor, manager
 - **Type 4:** Violence by someone who does not work here but has/had a personal relationship with another team member

Workplace Violence Prevention Plan

- ▶ Violence in the Workplace: Policy & Prevention Plan #18803.00
- ▶ Security Responsibilities
- ▶ Management Responsibilities
- ▶ Team member Responsibilities

Security Responsibilities

- ▶ Reviewing past incidents of violence and advising use of prevention techniques
- ▶ Reviewing/assessing Sharp HealthCare's readiness to respond to threats or acts of violence
- ▶ Developing skills and expertise regarding issues of workplace violence
- ▶ Establishing and maintaining policies and procedures for response to workplace violence

Hazard Identification & Evaluation

- ▶ Annual assessments and gap analysis of workplace
 - Security Sensitive Areas
 - Risks associated with the surrounding community
 - Safeguards to assure a safe environment
- ▶ Investigation and reporting of all security related incidents
 - Reporting to appropriate regulatory body
 - Analysis of events for improvement opportunities
- ▶ Liaison with law enforcement and other hospitals

Safety Measures Implemented

- ▶ Uniformed security presence—fixed posts, roving patrols, escort services
- ▶ Limit access to facilities and parking through electronic and keyed access control
- ▶ Targeted surveillance video system operation
- ▶ Provide internal emergency communications by radio and satellite phones
- ▶ Education and training to increase awareness and preparedness

Management/Leadership Responsibilities

- ▶ Being alert to early warning signs of violence and report any occurrences
- ▶ Facilitating each team member's awareness of what violent acts are and how to avoid engaging in them
- ▶ Providing training and information to team members to clarify responsibilities within the Workplace Violence Prevention Plan

Management/Leadership Responsibilities

- ▶ Investigating any reports of threats or violent acts
- ▶ Facilitate awareness that team members may communicate concerns about WPV without fear of reprisal

Team Member Responsibilities

- ▶ Possess the knowledge and skill to avoid engaging in threats and/or violent behavior
- ▶ Participate in training and receive information regarding workplace violence
- ▶ Understand that engaging in threats or acts of violence will result in disciplinary actions

Team Member Responsibilities

- ▶ Report any threats or acts of violence to management and/or security
- ▶ Complete an RL for any incident of violence or report to unit manager/supervisor for assistance
- ▶ Actively participate in activities to prevent workplace violence

Recognizing the Potential for Violence

How to prevent an escalating individual from becoming violent?

Early recognition is key – know the warning signs and triggers



Examples of Triggers:

- Fear
- Loss of personal power
- Trauma
- Drug/Alcohol use or withdrawal
- Financial problems
- Pain
- People in uniforms
- Changes in routine

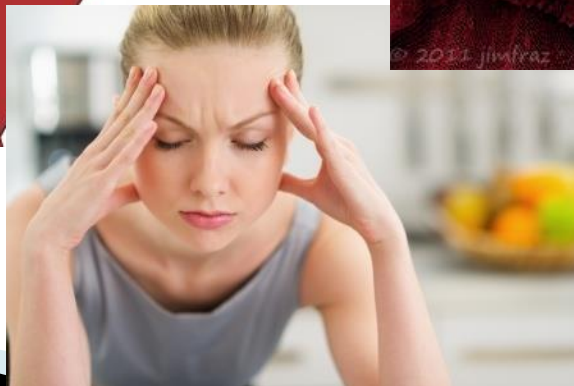
Dr. Paul Ekman Basic Facial Action Coding System

SHARP

Know what an individual's facial expressions mean

Recognizing the Potential for Violence

- ▶ Anxiety: a noticeable change or increase in behavior. This is often the first stage of escalation
 - Examples: fidgeting, pacing, rapid breathing, wringing hands, muscle tension, clenched fists



Recognizing the Potential for Violence

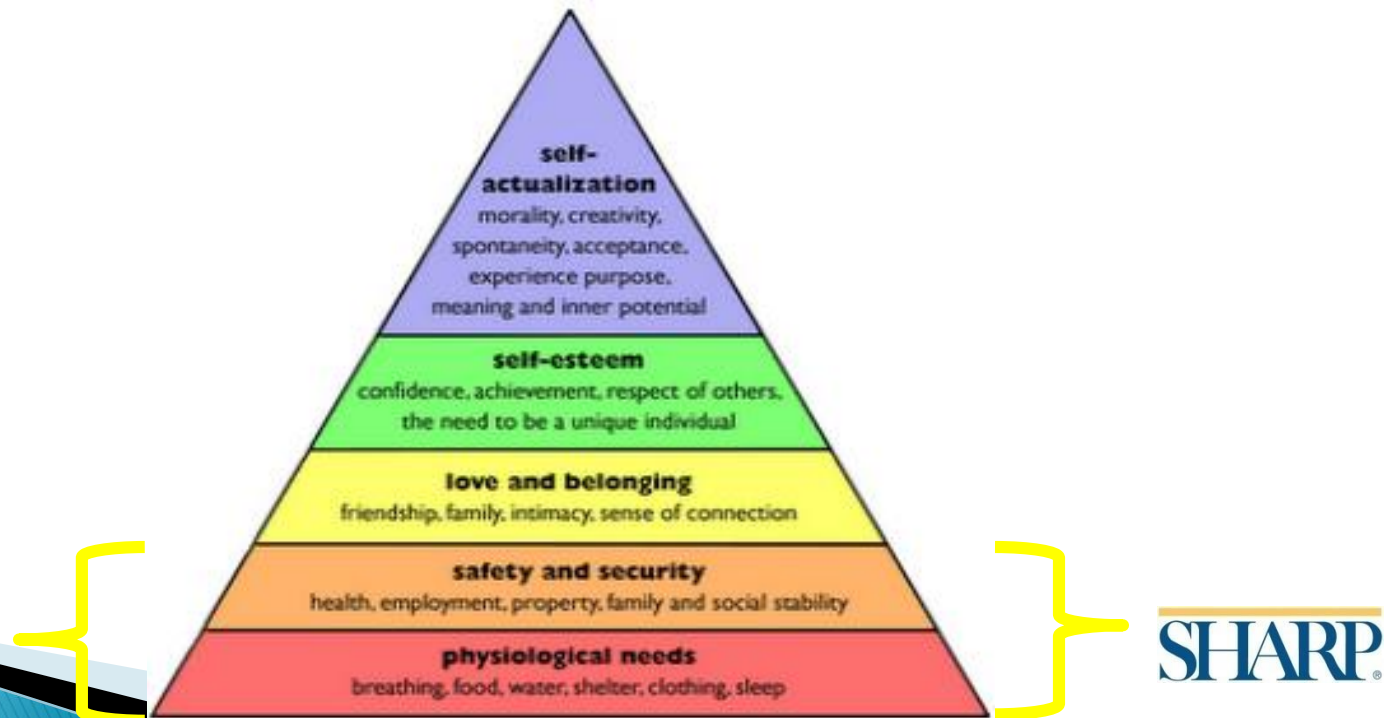
▶ Verbal Escalation

- Examples: yelling, screaming, questioning
- Verbal aggression is most often the result of someone experiencing some sort of **frustrating** event due to a breakdown of communication or a basic need not being met and can lead to physical aggression



Recognizing the Potential for Violence

- ▶ Recognize/Meet the individual's basic needs
 - Examples: Physiological needs like food & water, or safety and security needs like family support



Your Response

- ▶ Preventing Escalating Behavior:
 - Your behaviors and attitudes impact the behaviors and attitudes of an escalating individual
 - Respond early, appropriately, professionally, and avoid a power struggle

Individual's Behavior	Staff Attitude/Approach
Anxiety	Supportive- listen, offer reassurance
Verbally escalating	Crisis Communication: Be Directive/Set Limits- Explain options and consequence (simple, clear, reasonable, & enforceable)
Violent Behavior	Block/ Move, Seek Assistance

Your Response

- ▶ Factors that can escalate an individual
 - Nonverbal communication can change how an individual perceives you and can prevent you from escalating a situation unintentionally

Nonverbal Communication	Staff Approach
Personal Space	respect/accommodate personal space
Body Language	maintain an open posture, interested facial expression, non-threatening gestures, and comfortable eye contact



Which person looks more approachable?



Your Response

- ▶ Factors that can escalate an individual
 - What you say and how you say it matters

Paraverbal Communication	Staff Approach
Tone	Speak with a courteous, respectful, professional tone
Cadence	Speak with an even rate and rhythm
Volume	Avoid raising your voice, speak in a volume appropriate for distance and situation

Recognizing the Potential for Violence: Posturing



Posturing

- Posturing is usually meant as a form of intimidation.
- It can also serve as a warning to others that violence is imminent.

Posturing Signs:

- Clenched fists
- Large arm movements and gestures
- Pacing



Posturing Signs

- ❑ Angry facial expressions
- ❑ Loud voice



Physical Aggression



Strategies for Avoiding Physical Harm

▶ Be Prepared

- Team members should be prepared to respond to violent behavior prior to entering the workplace
 - Attire- professional
 - Mentally- be present, alert, and prepared for your day

Strategies for Avoiding Physical Harm

- ▶ Be mindful of your environment
 - Know where your exits are located
 - Never place the individual between you and your exit
 - Never turn your back on a violent individual
 - Report suspicious activity to Security and your team
 - Report threatening or escalating behavior from patients/staff/visitors

Strategies for Avoiding Physical Harm

- ▶ Own the door
 - Whenever possible DO NOT allow anything or anyone get between you and your escape route!



Strategies for Avoiding Physical Harm

- ▶ Maintain an appropriate distance/posture
 - When an individual is escalating maintain a leg's length distance or approximately 4-6 feet
 - Use appropriate body mechanics and ensure you can move away if needed
- ▶ Use a team approach
 - Communicate with team members about potential for violence
 - Never intervene alone
 - Always seek assistance from your peers

Strategies for Avoiding Physical Harm

- ▶ At the first signs of posturing behavior you should:
 - Create **distance** between you and the aggressive individual
 - Get **assistance** from others (peers, managers, security, etc.)
 - Attempt to ascertain **WHY** this person is upset and begin the de-escalation process
 - Do not attempt to “**WIN**” an argument with them. This will only cause the situation to escalate

Strategies for Avoiding Physical Harm

- ▶ Once physical aggression is recognized you should ESCAPE!
 - Get as far away from the aggressive individual as possible
- ▶ If immediate escape is not possible try to put yourself in a safe position
 - Try to create distance
 - If possible put a barrier between you and the subject
 - Beds, Chairs, IV poles, lock yourself in the bathroom...
 - Protect your vulnerable center line
 - Head, neck, torso

Strategies for Avoiding Physical Harm

- ▶ If an individual attempts to strike you (hit, kick, punch, etc.)
 - Use your instincts!
 - Block/Deflect
 - Move away
 - Call for help (additional personnel)
 - Leave the area

How to Seek Help

What to do when notified of a violent emergency

- ▶ In the inpatient & outpatient setting
 - Seek assistance from your peers
 - Call the appropriate Code
 - Follow procedures outlined in Code Green policy (#18608.99)
 - Notify Security of safety concerns/threats
- ▶ In other offsite settings
 - Leave the area
 - Call 911 when appropriate
 - Notify unit manager for further support and appropriate follow up

Reporting to Law Enforcement

- ▶ If you are a victim of a violent crime, you may contact the local law enforcement agency in your area to file a report
 - A police officer or deputy will respond to your workplace and take a report
 - Law Enforcement may interview witnesses, and collect evidence of the crime
 - Sharp HealthCare Security will assist with the reporting and will also make a report

Know What to Expect After Workplace Violence

Common reactions:

- Sleep and appetite problems
- Anxiety and fear
- Difficulty concentrating
- Decreased productivity
- Social isolation

You can help yourself and others by taking good care of yourself.

Taking Good Care of Yourself

- ▶ Participate in a Team Debrief immediately after an event.
- ▶ Give your self time to recover.
- ▶ Eat healthy, get enough sleep, and exercise.
- ▶ Reduce sources of stress in your daily life.
- ▶ Avoid alcohol and caffeine.
- ▶ Reach out to family and friends.
- ▶ Limit exposure to media.

Questions?

- ▶ If you have questions or need clarification on any of the content of this course please email preventingworkplaceviolence@sharp.com and someone will be in touch with you.

Confirmation of Completion

- ▶ You have now completed Sharp HealthCare's required Workplace Violence Prevention Program for External Team Members, Registry & Students.
- ▶ Please sign below to acknowledge receipt of this education. Retain the education information contained in this module, and turn this confirmation of completion document in to your supervisor/instructor.

Print Name: _____ Date: _____

School/Company: _____

Signature: _____