



#### **ENGAGE HOSPITAL LEADERSHIP IN ADDRESSING WORKPLACE VIOLENCE**

- Adopt a consistent response to incidents of workplace violence that includes responses to individual level events, reporting of events, regular engagement with staff, regular engagement with external stakeholders (such as law enforcement and the judicial system), and long-term trends and strategies for mitigating events and supporting staff.

#### **DEFINITIONS AND DATA**

- Adopt a clear definition of workplace violence. VAHHS recommends the OSHA definition: “Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site.” This definition includes verbal abuse.
- Adopt policies that standardize reporting of events. Health care providers often minimize the impact of workplace violence, particularly verbal abuse. For better employee health as well as more accurate data, require automatic reporting of any incident that falls within the OSHA definition of workplace violence.

#### **TRAUMA-INFORMED/ DE-ESCALATION TRAINING**

- Consider implementing Six Core Strategies, a trauma-informed approach to de-escalation that has significantly reduced workplace violence at the Brattleboro Retreat and health care facilities across the country.

#### **VIOLENCE-FREE SIGNAGE**

- Implement violence-free signage can help reassure staff that is worded appropriately to avoid threatening patients. Please see VAHHS model signage examples.

#### **ROBUST HOSPITAL SECURITY**

Overall, the best security practices may depend on the resources unique to each hospital, but the more communication and integration security can have with the care of patients, the better prepared everyone will be to prevent violence.

- Consider implementing 24/7 coverage of hospital security and a staff person responsible for security management
- Integrate hospital security with clinical team activities including regular trainings, patient rounding