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
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

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

<table>
<thead>
<tr>
<th>Individual’s Behavior</th>
<th>Staff Attitude/Approach</th>
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</thead>
<tbody>
<tr>
<td>Anxiety</td>
<td>Supportive- listen, offer reassurance</td>
</tr>
<tr>
<td>Verbally escalating</td>
<td>Crisis Communication: Be Directive/Set Limits- Explain options and consequence</td>
</tr>
<tr>
<td></td>
<td>(simple, clear, reasonable, &amp; enforceable)</td>
</tr>
<tr>
<td>Violent Behavior</td>
<td>Block/ Move, Seek Assistance</td>
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Factors that can escalate an individual

- Nonverbal communication can change how an individual perceives you and can prevent you from escalating a situation unintentionally.

<table>
<thead>
<tr>
<th>Nonverbal Communication</th>
<th>Staff Approach</th>
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<tbody>
<tr>
<td>Personal Space</td>
<td>respect/accommodate personal space</td>
</tr>
<tr>
<td>Body Language</td>
<td>maintain an open posture, interested facial expression, non-threatening gestures, and comfortable eye contact</td>
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</tbody>
</table>

Which person looks more approachable?
Factors that can escalate an individual

- What you say and how you say it matters

<table>
<thead>
<tr>
<th>Paraverbal Communication</th>
<th>Staff Approach</th>
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</thead>
<tbody>
<tr>
<td>Tone</td>
<td>speak with a courteous, respectful, professional tone</td>
</tr>
<tr>
<td>Cadence</td>
<td>speak with an even rate and rhythm</td>
</tr>
<tr>
<td>Volume</td>
<td>avoid raising your voice, speak in a volume appropriate for distance and situation</td>
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</tbody>
</table>
Recognizing the Potential for Violence: 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
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.
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: ________________________________