

Making Health Care Better Together

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WORKPLACE VIOLENCE PREVENTION

COACHING PACKAGE

Purpose: Use the evidence-based best practices and resources below to create quality improvement action plans.

Category	Best Practices/Interventions	Links to resources and toolkits
Safety from Violence for Health Care Employees (SAVE) Act	Safety From Violence for Health Care Employees (SAVE) Act	https://www.aaos.org/globalassets/advocacy/action-center/2022-issue-one-page---save-act.pdf https://www.manchin.senate.gov/imo/media/doc/save_act_bill_text.pdf?cb
	Health Care Workplace Violence and Intimidation, and the Need for a Federal Legislative Response (AHA)	https://www.aha.org/fact-sheets/2022-06-07-fact-sheet-workplace-violence-and-intimidation-and-need-federal-legislative
	Letter of Support for the Safety from Violence for Health Care Employees (SAVE) Act of 2023 (AHA)	https://www.aha.org/lettercomment/2023-04-19-letter-support-save-act-2023
Accreditation and Regulatory Requirements	Workplace Violence Prevention Standards (TJC) for all Joint Commission-accredited hospitals and critical access hospitals	https://www.jointcommission.org/-/media/tjc/documents/standards/r3-reports/wpvp-r3_20210618.pdf
	Joint Commission Sentinel Event Alert #59: Physical and verbal violence against health care workers	https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/sentinel-event/sea-59-workplace-violence-final2.pdf
	Joint Commission Infographic. Take a Stand: No More Violence to Health Care Workers	https://www.jointcommission.org/-/media/tjc/documents/resources/workplace-violence/sea_59_wpv_infographic_3_30_18_final.pdf
	Keep up to date with local, state and federal requirements and changes.	Workplace Violence Guidance Document - Hospitals (CMS Center for Clinical Standards and Quality, Nov. 2022) https://www.hhs.gov/guidance/document/workplace-violence-hospitals
Leadership and Accountability	How Boards Contribute to a Safe Workplace and Community (AHA)	https://trustees.aha.org/system/files?file=media/file/2023/08/Boardroom-Brief-How-Boards-Contribute-to-a-Safe-Workplace-and-Community.pdf
	Building a Safe Workplace and Community	https://www.aha.org/system/files/media/file/2021/10/building-a-safe-workplace-and-community-framework-for-hospitals-and-health-systems.pdf
	Combining Workplace Violence in Health Care by Creating Safer Workplaces	https://www.aha.org/advancing-health-podcast/2021-10-27-combating-workplace-violence-health-care-creating-safer
	AHA and IAHS Creating Safer Workplaces (2021)	https://www.aha.org/system/files/media/file/2021/10/creating-safer-workplaces-guide-to-mitigating-violence-in-health-care-settings-f.pdf
	Joint Commission Standard LD.03.01.01: Leaders create and maintain a culture of safety and quality throughout the hospital	https://www.jointcommission.org/-/media/tjc/documents/standards/r3-reports/wpvp-r3_20210618.pdf
	Commitment to Safety (Hospital Example)	https://www.trinity-health.org/assets/documents/advocacy/comments-on-policy/2022/trinityhealthcommitmenttosafety-confrontviolenceimprovehealthjune2022.pdf
	Workplace Violence Prevention Policy Example	https://mrwa.com/pdf/workplaceviolence2.pdf
	Code of Conduct Mass General Brigham	https://www.massgeneralbrigham.org/en/patient-care/patient-visitor-information/patient-code-of-conduct

Risk Assessment Tool (patient risk of harm to self and others)	The Broset Violence Checklist (BVC)	https://www.risk-assessment.no/files/bvc-versions/BVC%20English.pdf
	Interventions to Reduce Self-Harm on In-Patient Wards: Systematic Review (2021)	https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8086389/
Gap Analysis	Preventing Violence in Health Care Gap Analysis	https://www.health.state.mn.us/facilities/patientsafety/preventionofviolence/docs/preventingviolenceinhealthcaregapanalysis.pdf
	Workplace Violence Prevention Risk Assessment Toolkit (American Society for Health Care Risk Management ASHRM)	https://www.ashrm.org/resources/workplace-violence-download https://www.ashrm.org/system/files/media/file/2023/02/ASHRM-Workplace-Violence-Toolkit-2023.pdf?mkt_tok=NzEwLVpMTC02NTEAAAGK14gjdcb59BamLOvKfm5HHD7yJVYrt6e9q9Q3NKD8I9tdzxScdp5haJ8ms2KSONoAl6Wi7hp5DMWOqVjDxPNFLZrBwqNW4X62r-eOPIFKZ_a-bQ
Data Collection and Reporting	Reporting Incidents of Workplace Violence (ANA, 2019)	https://www.nursingworld.org/~495349/globalassets/docs/ana/ethics/endabuse-issue-brief-final.pdf
Guides	Occupational Safety and Health Administration (OSHA)	https://www.osha.gov/workplace-violence
	Preventing Workplace Violence: A Roadmap for Healthcare Facilities (OSHA, 2015)	https://www.osha.gov/sites/default/files/OSHA3827.pdf
	Guidelines for Preventing Workplace Violence for Healthcare and Social Services Workers (OSHA, 2016)	https://www.osha.gov/sites/default/files/publications/osha3148.pdf
Toolkits for Mitigating Risk	Toolkit for Mitigating Violence in the Workplace (American Organization for Nursing Leadership and Emergency Nurses Association)	https://www.aonl.org/system/files/media/file/2022/10/AONL-ENA_workplace_toolkit.pdf
	Developing a Workplace Violence Prevention Program (Tennessee Hospital Association, 2022)	https://tha.com/wp-content/uploads/2023/08/THA0444_Toolkit_WorkplaceViolence_Aug2023_FINAL_WEB.pdf
	Alaska Hospital and Healthcare Association Toolkit (2022)	https://www.alaskahha.org/workplace-violence-prevention
Safety Drills	Code Grey Crisis Prevention Team Calms Agitated Patients in Psychiatric Unit	https://www.aha.org/case-studies/2012-02-01-code-grey-crisis-prevention-team-calms-agitated-patients-psychiatric-units
	Code Grey Exercises and Drills	https://files.asprtracie.hhs.gov/documents/aspr-tracie-ta-code-grey-exercise-templates-10-21-19.pdf
	Active Shooter Prevention (FEMA)	https://training.fema.gov/is/courseoverview.aspx?code=IS-904&lang=en
Staff Education and Training	Workplace Violence Prevention for Nurses Interactive Course	https://www.cdc.gov/niosh/topics/violence/training_nurses.html
	Exercises and Preparedness Tools (FEMA)	https://www.fema.gov/emergency-managers/national-preparedness/exercises/tools
	Workplace Violence: Protecting Health Care Workers (IHI). May require registration/login to download items	https://www.ihl.org/education/WebTraining/Webinars/workplace-violence-protecting-health-workers/Pages/default.aspx
	Emergency Nurses Association Workplace Violence Prevention	https://www.ena.org/quality-and-safety/workplace-violence
	Reducing Workplace Violence with TeamSTEPS® (2016)	https://www.ahrq.gov/sites/default/files/wysiwyg/teamsteps/webinars/2016-materials/teamsteps-monthly-webinar-december2016.pdf

Case Studies	Creating Safer Workplaces: Safety Strategies that Worked Compendium (AHA)	https://www.aha.org/2021-12-03-workforce-and-workplace-violence-prevention-case-studies
	Utilizing Multidisciplinary Teams to Reduce Violence at Inova Health (April 2023)	https://www.aha.org/system/files/media/file/2023/04/HAV-Case-Study-Inova-2023.pdf
	Workplace Violence (WPV) Prevention Strategy (Trinity Health)	https://www.youtube.com/watch?v=DM3KjPc49XE (Time stamp 34:20) https://www.ahrq.gov/sites/default/files/wysiwyg/action-alliance/addressing-workforce-safety-062723.pdf (slides 35-40)
	Grady Memorial Hospital	https://www.aha.org/system/files/2018-11/grady-workplace-case-example.pdf
	Operation Safe Workplace: A multidisciplinary approach to hospital violence (Aria-Jefferson Health in Philadelphia, PA)	https://www.jointcommission.org/-/media/tjc/documents/resources/workplace-violence/aria_workplace_safetypdf.pdf

Professional Association/Other Websites

1. American Hospital Association (AHA): <https://www.aha.org/workplace-violence>
2. Occupational Safety and Health Administration (OSHA): <https://www.osha.gov/workplace-violence>
3. Building a Safer Workplace and Community (AHA): <https://www.aha.org/issue-brief/2023-04-20-building-safe-workplace-and-community-mitigating-risk-violence>
4. Violence Occupational Hazards in Hospitals (NIOSH): <https://www.cdc.gov/niosh/docs/2002-101/>
5. Joint Commission Resources: <https://www.jointcommission.org/resources/patient-safety-topics/workplace-violence-prevention/>
6. American Nurses Association (ANA): <https://www.nursingworld.org/practice-policy/advocacy/state/workplace-violence2/>
7. New Survey Sheds Light on Workplace Violence in Healthcare Settings (June 2023): <https://www.healthleadersmedia.com/clinical-care/new-survey-sheds-light-workplace-violence-healthcare-settings>

Webinars and Recordings

1. The National Action Alliance to Advance Patient Safety – Addressing Violence in the Workplace (AHRQ, 2023) June 27, 2023, Slide Presentation: <https://www.ahrq.gov/sites/default/files/wysiwyg/action-alliance/addressing-workforce-safety-062723.pdf>
June 27, 2023, Presentation Recording: <https://www.youtube.com/watch?v=DM3KjPc49XE>
2. Workplace Violence: Addressing a Growing Problem in Health Care (Partnership to Advance Tribal Health (PATH), March 2022): <https://www.youtube.com/watch?v=kkAFtFmYN8A>

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This material was prepared by Alliant Health Solutions, a Hospital Quality Improvement Contractor (HQIC) under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Publication Number: 12SOW-AHS-QIN-QIO-TO3-HQIC-5212-02/06/24