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## SAFETY ISSUE

Volume 5; Issue 2

MISSION: To provide creative culture solutions to improve patient safety



### PURPOSE OF THIS NOTIFICATION

- Increase awareness of topic
- Provide actionable items to review and mitigate potential harm.

### TARGET AUDIENCE

Nursing, Medical & other Clinical Leaders

Clinical Educators

Patient Safety/Quality Improvement Leaders

Legal/Risk Management

Organization Leaders in:

- Hospitals
- EMS
- LTC
- Home Care

### NEXT STEPS

- Share this watch with the target audience
- Promote daily safety briefings
- Continue to share incidents, near misses and unsafe conditions with the Center for Patient Safety

### CONTACT

#### MEDICAL DIRECTOR

Michael Handler, MD, MMM, FACPE

#### ASSISTANT DIRECTOR

Tina Hilmas, RN, BSN, MS, CPPS  
thilmas@centerforpatientsafety.org

The Center for Patient Safety is issuing this notification regarding:

## SAFETY ALERT: Violence Against Health Care Workers

### Includes:

- Verbal threats
- Hitting
- Biting
- Scratching
- Kicking
- Stalking
- Harassment



### ACTIONABLE ITEMS TO MITIGATE RISK

- Review policies and education of staff pertaining to the recognition and de-escalation of hostile and aggressive behavior by patients.
- Evaluate the need for security personnel and mental health professionals to assist with identification and de-escalation of aggressive behavior.
- Assess physical work environment to limit/eliminate the possibility of staff working in isolation without escape route in the possibility a patient becomes physically aggressive



### THE CULTURE CONNECTION

- Ask your staff if they feel comfortable reporting aggressive behavior
- Encourage staff to use teamwork strategies such as ensuring a second staff member is readily available to assist with procedures where patients have increased risk of becoming aggressive
- Leadership should evaluate the culture and consider implementing a support system for staff members who feel threatened/intimidated by patients



### RESOURCES

- [The Joint Commission Sentinel Event Alert Issue 59, April 17, 2018. Violence against health care workers.](#)
- [The Joint Commission Sentinel Event Alert Infographic. Take a stand: No more violence to health care workers](#)
- [The Joint Commission Requirements relevant to violence against health care workers.](#)

### MORE INFO

Contact us at 573.636.1014 or view this issue at [www.centerforpatientsafety.org](http://www.centerforpatientsafety.org)