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 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