The Joint Commission

Workplace Violence Prevention Compendium of Resources to Support Joint Commission Accredited Hospitals in Implementation of New and Revised Standards

Purpose

The purpose of this document is to help organizations comply with the new and revised workplace violence prevention requirements effective January 1, 2022 for hospitals and critical access hospitals. The document provides accredited organizations with a compendium of resources that may be used to meet the requirements of the standards. Joint Commission staff have verified that the resources meet the requirements of the standards and elements of performance with which they are associated. The resources were compiled from key stakeholders including national organizations, federal and state agencies, professional associations, relevant academic institutions, peer-reviewed publications, and private entities.

The resources identified in this document are available for free to the public and intended to provide organizations with a range of options that may be used to meet the requirements of the standards. Specific resources, however, may not be appropriate for all organizations. The list of resources is also not intended to be exclusive or comprehensive (i.e., other resources that are not found on this list may also be used to meet the workplace violence prevention requirements). Organizational leaders are encouraged to review multiple items that meet the needs of their organizations or systems.

The Joint Commission Mission

The mission of The Joint Commission is to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

For more information about The Joint Commission, please visit https://www.jointcommission.org

Disclaimers

This compendium of resources is not intended to be a comprehensive source of all relevant information relating to workplace violence prevention, nor is it designed to guarantee compliance with Joint Commission standards or other accreditation and certification activities. The inclusion of a vendor, product name, or service should not be construed as an endorsement of such vendor, product, or service, nor is failure to include the name of a vendor, product, or service to be construed as disapproval. The content and recommendations are solely the responsibility of Joint Commission project staff and others who contributed material. Because the information contained herein is derived from many sources, The Joint Commission and its collaborating organizations and project advisors cannot guarantee that the information is completely accurate or error free. The Joint Commission and its collaborating organizations and project advisors are not responsible for any claims or losses arising from the use of, or from any errors or omissions in, this compendium of resources.

Acknowledgments

The Joint Commission project team is sincerely appreciative of the many individuals and organizations that contributed to this compendium of resources during the various stages of the project. We were privileged to work with a Technical Advisory Panel (TAP) and a Standards Review Panel (SRP) to help guide the project progress and development of the compendium of resources (a full list of participants is listed at the end of this document). These individuals provided subject matter expertise for the duration of the project but were especially generous and helpful in the review of the reports and the provision of recommendations for the compendium. In addition, many health care organizations submitted questionnaire responses and patient discharge/educational examples. We are grateful to those clinicians and health care providers who were willing to share their organization's information.

How to Use this Resource List

While the resources in the compendium may apply to other health care settings, as a rule, the intent is for applicability in a hospital setting. Resources that focus on behavioral health care are noted in the resource description. The compendium consists of four parts:

- Introduction, including the new or revised requirements
- Resource table
- Reference list
- Index organized by associated topic

The Requirements Table lists associated topics for each new or revised requirement. The resource table is organized in alphabetical order by the name of the organization or author. Please note that government resources are listed by agency and not by department. A brief description of the resource is included. For easy access to the hyperlinked resources, this document should be viewed in electronic format rather than printed in hard copy**.** The Index presents resources for each associated topic at a glance.

Requirements Table	
Requirement	**Associated Topics for Requirement**
Standard EC.02.01.01: The hospital manages safety and security risks. **EP 17:** The hospital conducts an annual worksite analysis related to its workplace violence prevention program. The hospital takes actions to mitigate or resolve the workplace violence safety and security risks based upon findings from the analysis. Note: A worksite analysis includes a proactive analysis of the worksite, an investigation of the hospital's workplace violence incidents, and an analysis of how the program's policies and procedures, training, education, and environmental design reflect best practices and conform to applicable laws and regulations.	Safety Culture/Leadership Worksite Analysis/Risk Assessment

Standard EC.04.01.01: The hospital collects information to monitor conditions in the environment. **EP 1**: The hospital establishes a process(es) for continually monitoring, internally reporting, and investigating the following: - Injuries to patients or others within the hospital's facilities - Occupational illnesses and staff injuries - Incidents of damage to its property or the property of others - **Safety and** security incidents involving patients, staff, or others within its facilities, **including those related to workplace violence** - Hazardous materials and waste spills and exposures - Fire safety management problems, deficiencies, and failures - Medical or laboratory equipment management problems, failures, and use errors - Utility systems management problems, failures, or use errors Note 1: All the incidents and issues listed above may be reported to staff in quality assessment, improvement, or other functions as well as to the designated leader of the workplace violence reduction effort. A summary of such incidents may also be shared with the person designated to coordinate safety management activities. Note 2: Review of incident reports often requires that legal processes be followed to preserve confidentiality. Opportunities to improve care, treatment, or services, or to prevent similar incidents, are not lost as a result of following the legal process.	Policies & Procedures Safety Culture/Leadership Data Collection/Analysis/ Reporting
Standard EC.04.01.01: The hospital collects information to monitor conditions in the environment. **EP 6**: Based on its process(es), the hospital reports and investigates the following: **Safety and security** incidents involving patients, staff, or others within its facilities, **including those related to workplace violence.**	Data Collection/Analysis/ Reporting
Standard HR.01.05.03: Staff participate in ongoing education and training. **EP 29:** As part of its workplace violence prevention program, the hospital provides training, education, and resources (at time of hire, annually, and whenever changes occur regarding the workplace violence prevention program) to leadership, staff, and licensed practitioners. The hospital determines what aspects of training are appropriate for individuals based on their roles and responsibilities. The training, education, and resources address prevention, recognition, response, and reporting of workplace violence as follows: - What constitutes workplace violence	Safety Culture/Leadership Data Collection/Analysis/ Reporting Training & Education

- Education on the roles and responsibilities of leadership, clinical staff, security personnel, and external law enforcement - Training in de-escalation, nonphysical intervention skills, physical intervention techniques, and response to emergency incidents - The reporting process for workplace violence incidents	
Standard LD.03.01.01: Leaders create and maintain a culture of safety and quality throughout the hospital. **EP 9:** The hospital has a workplace violence prevention program led by a designated individual and developed by a multidisciplinary team that includes the following: - Policies and procedures to prevent and respond to workplace violence - A process to report incidents in order to analyze incidents and trends - A process for follow up and support to victims and witnesses affected by workplace violence, including trauma and psychological counseling, if necessary - Reporting of workplace violence incidents to the governing body	General/WVP Program Policies & Procedure Safety Culture/Leadership Data Collection/Analysis/ Reporting

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
Agency for Healthcare Research and Quality (AHRQ)							
December Webinar: Reducing Workplace Violence with TeamSTEPPS® **Sponsors & Creators:** Agency for Healthcare Research and Quality (AHRQ), Department of Defense (DoD), Health Research & Educational Trust (HRET), and American Hospital Association (AHA) https://www.ahrq.gov/teamstepps/webinars/previous-webinars-2016.html	AHRQ-sponsored webinar on workplace violence: "Reducing Workplace Violence with TeamSTEPPS®" featured Mei Kong, R.N., M.S.N., assistant vice president and chief operating officer at New York City Health and Hospitals Coney Island, and Joseph Sweeney, director of hospital police and workplace violence prevention coordinator at New York City Health and Hospitals Bellevue. The webinar examines how teams can manage and care for aggressive and disruptive patients while maintaining quality and safety. Clinical teams can learn how to reduce risk of injury, meet regulatory standards, and become proactive members of the team by identifying behavioral triggers and underlying emotional or psychological issues that may cause a person in crisis to escalate to violent behavior. Clinical teams can apply their new knowledge, skills, and attitudes and use TeamSTEPPS tools to address difficult situations. At the conclusion of this webinar, participants will be able to: 1. Integrate TeamSTEPPS and nonviolent interventions to improve communication and teamwork to safely manage disruptive and aggressive patients. 2. Reduce workplace violence with early intervention methods for de-escalation. 3. Improve staff and patient experience and satisfaction by building a culture of patient and staff safety. 4. Increase joy and meaning of work by applying new knowledge, skills, and attitudes. Slides are available for download [PDF, 1.6]		X	X			X

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
Alaska State Hospital and Nursing Home Association (ASHNHA)							
Implementation Toolkit for Workplace violence HB 312 – Violence Against Health Care Workers Implementation Toolkit for Workplace violence HB 312 Violence Against Health Care Workers Sections	The resources were developed to help Alaskan health care facilities comply with the 2018 House Bill (HB) 312, a state crime bill that includes provisions to address increasing levels of violence in health care facilities. The toolkit is comprised of a workplace violence prevention plan and solutions, in addition to resources that support hospital leaders in communicating changes in the law to staff, working with law enforcement, and developing comprehensive workplace violence prevention plans. The toolkit includes resources on the following: 1. ASHNHA Resources for Communication on Workplace Violence Legislation 2. Statewide security alerts 3. Examples of violence prevention policies 4. Health care and law enforcement collaboration 5. The Joint Commission 6. TeamSTEPPS 7. American Hospital Association 8. American Organization of Nurse Executives 9. Emergency Nurses Association 10. Workplace Violence Prevention Toolkits for Hospitals 11. Addressing stigma		X	X			

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
American Hospital Association							
Workplace Violence Prevention Resources https://www.aha.org/websites/2015-12-17-workplace-violence-prevention-resources **Hospitals Against Violence** https://www.aha.org/topics/hospitals-against-violence	The AHA site includes numerous resources that are described in detail in this compendium under individual topics, including the following: - AONL's Guiding Principles for Mitigating Violence in Workplace Toolkit (see AONE/AONL) - ASHRM Health Care Facility Workplace Violence Risk Assessment Tool (see ASHRM resource) - (ASHE)Health Facilities Management – Results of the 2018 Hospital Security Survey - 2017 Active Shooter webinar co-sponsored by International Association for Healthcare Security and Safety. AHA's Hospitals Against Violence features the International Association for Healthcare Safety and Security – Active Shooter: Best Practices for the Worst Case	X	X		X	X	X

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American Medical Association							
Bullying in the Health Care Workplace: A guide to prevention & mitigation https://www.ama-assn.org/practice-management/physician-health/bullying-health-care-workplace-guide-prevention-mitigation	The guide provides the following management strategies and key steps that organizations may use to address bullying in the workplace: - Implement or improve workplace policies - Improve organizational culture - Make the administration aware that unprofessional behavior is a threat - Educate the entire staff—from physicians to custodians—about why unprofessional or hostile behavior is a problem		X	X			
AMA Bullying Prevention Policy https://policysearch.ama-assn.org/policyfinder/detail/Bullying%20in%20the%20Practice%20of%20Medicine%20H-515.951?uri=%2FAMADoc%2FHOD.xml-H-515.951.xml	The policy defines bullying, provides specific guidelines to enact policies to address and prevent bullying in medicine, and describes actions to take in establishing an organizational culture in which bullying is not tolerated.	X	X				
Workplace Violence https://www.nursingworld.org/practice-policy/advocacy/state/workplace-violence2/	This page describes examples of workplace violence, includes NIOSH classification of types of workplace violence, and includes information on states that have enacted workplace violence prevention–related legislation. A link to the ANA Incivility & Bullying resource page is included.			X			

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American Nurses Association (ANA)							
Incivility & Bullying https://www.nursingworld.org/practice-policy/work-environment/violence-incivility-bullying/	The American Nurses Association (ANA) Incivility & Bullying website provides information, resources, the ANA position statement, and an issue brief regarding reporting incidents of workplace violence, incivility, and bullying. The site also describes the NIOSH classification of types of workplace violence.					X	
2019 Reporting Incidents of Workplace Violence https://www.nursingworld.org/~495349/globalassets/docs/ana/ethics/endabuse-issue-brief-final.pdf	The American Nurses Association (ANA) 2019 issue brief provides information regarding reporting incidents of workplace violence, incivility, and bullying.					X	
Position Statement on Incivility, Bullying, and Workplace Violence https://www.nursingworld.org/~49d6e3/globalassets/practiceandpolicy/nursing-excellence/incivility-bullying-and-workplace-violence--ana-position-statement.pdf	The purpose of the position statement is to articulate the shared responsibilities and roles of registered nurses and employers to create and sustain a culture free from bullying, incivility, and workplace violence. The ANA position statement includes the following: - Definitions - Detrimental impact - Financial ramifications - RN health, patient safety, and career consequences - Responsibilities of RNs and employers - Bullying and incivility recommended interventions - Workplace violence prevention recommendations		X				

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American Nurses Association (ANA)							
ANA Tri-Fold, Key Recommendations for Nurses and Employers https://bit.ly/3j45isw	The ANA Tri-Fold is an infographic with recommendations for nurses and their employers to address incivility and bullying. It can be printed and distributed for easy access.	X	X				
American Organization of Nurse Leaders (AONL)							
Guiding Principles – Mitigating Violence in the Workplace https://www.aonl.org/system/files/media/file/2020/12/Mitigating-Workplace-Violence.pdf	These guiding principles and toolkit were developed by the American Organization for Nursing Leadership (AONL) with the Emergency Nurses Association (ENA) to assist nurse leaders in systematically addressing measures to decrease and control lateral and patient and family violence in the hospital setting. Guiding Principles - Recognition that violence can and does happen anywhere. - Healthy work environments promote positive patient outcomes. - All aspects of violence (patient, family and lateral) must be addressed. - A multidisciplinary team, including patients and families, is required to address workplace violence. - Everyone in the organization is accountable for upholding foundational behavior standards, regardless of position or discipline. - When members of the health care team identify an issue that contributes to violence in the workplace, they have an obligation to address it.	X	X	X		X	X

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American Organization of Nurse Leaders (AONL)							
Guiding Principles – Mitigating Violence in the Workplace (continued)	- Intention, commitment, and collaboration of nurses with other health care professionals at all levels are needed to create a culture shift. - Addressing workplace violence may increase the effectiveness of nursing practice and patient care. **Five Priority Focus Areas** - Foundational behaviors to make this framework work - Essential elements of a zero-tolerance framework - Essential elements to ensuring ownership and accountability - Essential elements of training and education on workplace violence - Outcome metrics of the program's success						
American Organization of Nurse Executives and American Hospital Association Initiatives Work to Combat Violence https://www.aonl.org/system/files/media/file/2019/04/Mitigating-Violence-in-the-Workplace-Toolkit.pdf	This toolkit provides nurse leaders with the resources needed to: - Understand workplace violence - Develop a zero-tolerance policy - Assess the risk factors in your facility - Develop a workplace violence prevention plan - Train and deploy staff - Evaluate the changes and identify next steps		X		X		

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
American Psychiatric Association (APA)							
Position Statement on the use of weapons in hospitals, as well as their impact on patient safety https://www.psychiatry.org/File%20Library/About-APA/Organization-Documents-Policies/Policies/Position-2018-Weapons-Use-in-Hospitals-and-Patient-Safety.pdf	Includes recommendations for policies and procedures in the following areas: - Not using weapons as a clinical response to "patient behavioral dyscontrol." - At-risk staff should receive training regularly in managing and de-escalating disruptive and violent behavior. - Hospitals should have policies about management of weapons on their premises. - Administrators should ensure adequate staffing to support proper approaches to managing patient violence. - Organizations should develop a policy about when clinical control of a situation is ceded to law enforcement. - Clinical incident review after each episode where a weapon is used and/or law enforcement takes control.		X				
American Society for Healthcare Risk Management (ASHRM)							
Health Care Facility Workplace Violence Risk Assessment Tool https://www.ashrm.org/resources/workplace_violence	This tool provides a checklist of recommendations related to proactive and reactive prevention of violent incidents in health care facilities, including clear policies shared with all internal and external employees, ongoing policy review, training for staff, security measures, background screening of all workers, ensuring culture of safety, risk assessment, prompt response to an investigation of incidents, adhering to regulatory reporting requirements, and supportive care for all employees involved in a violent incident.	X	X	X	X	X	X

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Assistant Secretary for Preparedness and Response (ASPR)							
Incorporating Active Shooter Incident Planning into Health Care Facility Emergency Operations Plans, Washington, DC, 2014 **Authors:** U.S. Department of Health and Human Services, U.S. Department of Homeland Security, U.S. Department of Justice, Federal Bureau of Investigation, Federal Emergency Management Agency http://www.phe.gov/preparedness/planning/Documents/active-shooter-planning-eop2014.pdf	This report assists health care facilities to better prepare for an active shooter incident. The report is specifically for emergency planners, disaster committees, executive leadership, and others involved in emergency operations planning. This document also includes discussions on related topics, including information sharing, psychological first aid, and law enforcement/security.						X
Bureau of Labor Statistics							
Injuries, Illnesses, Fatalities Fatal occupational injuries involving confined spaces: U.S. Bureau of Labor Statistics (bls.gov)	This analysis focuses on intentional injuries caused by another person to workers in the private health care and social assistance industry between the years 2011–2018.					X	

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
California Occupational Safety and Health Administration (CalOSHA)							
Guidelines for Workplace Security dir.ca.gov/dosh/dosh_publications/worksecurity.html	The website discusses California labor laws as guidance for developing violence prevention methods, recording and reporting of violent incident requirements, handling security hazard complaints, and investigation of assaults involving serious injury or death of an employee while at work. This content is not health care or hospital specific, however, it applies to both settings.	X			X	X	
Violence in Healthcare FAQ Page dir.ca.gov/dosh/WPVPIHC_FAQs.html	This website includes frequent questions regarding California labor laws regarding workplace violence in health care facilities	X				X	X
California Workplace Violence Incident Reporting System for Hospitals https://www.dir.ca.gov/dosh/workplace-violence-reporting-for-hospitals.html	By law, California requires hospitals to report violent incidents. The online portal for this system is not publicly accessible, however, the website includes training modules on how to utilize the online reporting system that are useful to states or organizations that may develop their own reporting system in the future.					X	
Centers for Disease Control and Prevention (CDC) National Institute for Occupational Health (NIOSH)							
Workplace Violence Prevention Training for Nurses https://www.cdc.gov/niosh/topics/violence/training_nurses.html	This free, interactive course is designed to help health care workers better understand the scope and nature of violence in the workplace. The course prepares health care workers to identify risk factors for workplace violence, recognize warning signs, employ skills to prevent and manage violence, support injured workers, and implement a comprehensive violence prevention program.	X	X				X

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Centers for Disease Control and Prevention (CDC) National Institute for Occupational Health (NIOSH)							
Violence Occupational Hazards in Hospitals https://www.cdc.gov/niosh/docs/2002-101/	The purpose of this brochure is to increase worker and employer awareness of the risk factors for violence in hospitals and to provide strategies for reducing exposure to these factors.						X
Crisis Prevention Institute (CPI)							
CPI'S Top 10 De-escalation Tips https://www.jointcommission.org/-/media/tjc/documents/resources/workplace-violence/cpi-s-top-10-de-escalation-tips_revised-01-18-17.pdf	The Crisis Prevention Institute describes its Top 10 de-escalation tips for safety and how to effectively respond to difficult behavior.						X
Cybersecurity and Infrastructure Security Agency (CISA)							
Active Shooter Preparedness https://www.cisa.gov/active-shooter-preparedness	This website has subsections of training and education modules for different professions that may be involved in a workplace active shooter incident. It also provides links to active shooter preparedness resources translated into other languages. Active shooter training resources are useful to Emergency Management professionals within health care to plan training and education, include live drills.						X

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Cybersecurity and Infrastructure Security Agency (CISA)							
Active Shooter Preparedness (continued)	This manual Includes: - How to respond when an active shooter is in your vicinity - How to respond when law enforcement arrives - Training your staff for an active shooter situation - Preparing for and managing an active shooter situation - Recognizing potential workplace violence - Managing the consequences of an active shooter situation - Lessons learned						
Hospitals & Healthcare Facilities Security Awareness for Soft Targets and Crowded Places https://www.cisa.gov/sites/default/files/publications/19_0515_cisa_action-guide-hospitals-and-healthcare.pdf	This is an infographic that includes signs of escalating behavior that may indicate a possible active shooter incident, actions staff of health care facilities can take in an active shooter incident, and mitigation or prevention strategies that can be used.		X				
Depression and Bipolar Support Alliance (DBSA)							
10 Principles of Verbal De-escalation https://www.jointcommission.org/-/media/tjc/documents/resources/workplace-violence/understanding_agitation_poster.pdf	This resource from the Depression and Bipolar Support Alliance includes “10 Principles of Verbal De-escalation" in an easy to read and use infographic.						X

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ECRI Institute							
Policy and Procedure Builder: Workplace Violence Prevention Program https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/work-place-violence-prevention/policy-and-procedure-builder-workplace-violence-prevention-program.pdf	A template to develop an organizational workplace violence prevention program policy and procedure.		X				
Ready, Set, Go: Know Your Risks https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/work-place-violence-prevention/ready-set-go--know-your-risks.pdf	Leadership Tool for a Learning Organization Hospital Relations with Police		X				

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Government Accountability Office (GAO)							
Workplace Safety and Health: Additional Efforts Needed to Help Protect Health Care Workers from Workplace Violence https://www.gao.gov/assets/gao-16-11.pdf	A study that reviewed efforts by the Occupational Safety and Health Administration (OSHA) and selected states to address workplace violence in health care facilities. This report examines the following topics: - What is known about the degree to which workplace violence occurs in health care facilities and its associated costs, - Steps OSHA has taken to protect health care workers from workplace violence and assess the usefulness of its efforts, - How selected states have addressed workplace violence in health care facilities, and - Research on the effectiveness of workplace violence prevention programs in health care facilities.		X				
Healthcare Excellence Canada							
A Framework for Establishing a Patient Safety Culture https://www.patientsafetyinstitute.ca/en/toolsResources/Patient-Safety-Culture-Bundle/Pages/default.aspx	Provides a framework for establishing a patient safety culture. The framework focuses on three domains: - Enabling - Enacting - Learning This is not exclusively focused on workplace violence, but the resources on safety culture for health care leadership is useful for those developing workplace violence programs in organizations.			X		X	X

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Healthy Workforce Institute							
Healthy Workforce Institute https://healthyworkforceinstitute.com/	This is the home page of the Health Workforce Institute, an organization that provides training and resources to health care organizations regarding a culture of safety, bullying, and unhealthy work environments.				X		
Survey Tool: https://healthyworkforceinstitute.com/assessing-common-disruptive-behaviors-survey-tool/	This report provides health care leaders with ten years of data collected about disruptive behaviors through a validated assessment tool and on-site educational workshops. The Healthy Workforce Institute's Disruptive Behavior Survey (HWI-DBS) reliably measures disruptive behaviors via a 15-question validated tool, quantifies results, and utilizes data to inform a healthy workforce strategy going forward.			X		X	X
International Association of Emergency Medical Services Chiefs (IAEMSC)							
Active Shooter Planning and Response https://www.jointcommission.org/-/media/tjc/documents/resources/workplace-violence/2017_active_shooter_planning_response_healthcare_settingpdf.pdf	The Active Shooter Planning and Response Guide takes an in-depth look at the four-phases of emergency management: mitigation, preparedness, response, and recovery and offers step-by-step guidance to assist health care facilities in active shooter planning and response. This guide was designed with input from industry experts and incorporates the latest recommendations and techniques used in active shooter planning and response.		X				X

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International Association for Healthcare Security and Safety (IAHSS)							
IAHSS Website https://www.iahss.org/	The International Association for Healthcare Security and Safety (IAHSS) is a membership-based organization for professionals involved in managing and directing security and safety programs in health care facilities.				X		
Healthcare Security Industry & Design Guidelines: Workplace Violence Prevention Bundle http://www.iahss.org/wpvpb **Availability:** Workplace Violence Prevention Bundle - **FREE with the code WPVJC**	The Workplace Violence Prevention Bundle are guidelines intended to assist health care administrators in providing a safe, secure, inclusive, and welcoming environment. The guidelines reinforce the need for collaborative planning and work by multidisciplinary teams that is health care focused and risk based. The statements and intents of these guidelines are designed to be applicable to all health care facilities.			X	X		
Threat Assessment Strategies to Mitigate Violence in Healthcare https://iahssf.org/assets/IAHSS-Foundation-Threat-Assessment-Strategies-to-Mitigate-Violence-in-Healthcare.pdf **Availability:** Workplace Violence Prevention Bundle - **FREE with the code WPVJC**	The Threat Assessment Strategies to Mitigate Violence in Healthcare article focuses on threat assessment (TA) as a tool for prevention and mitigation of workplace violence. The article addresses the following: - The present state of workplace violence in healthcare - The regulatory environment that governs the ability of healthcare facilities to protect staff members from violence and respond when it occurs - The background of TA and its applicability to healthcare - The process for using TA as a violence management strategy				X		

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Institute for Healthcare Improvement (IHI)							
Workplace Violence: Protecting Health Care Workers (webinar), March 16, 2021 http://www.ihi.org/education/WebTraining/Webinars/workplace-violence-protecting-health-workers/Pages/default.aspx **Availability:** Requires registration to download items	Webinar recording and slide deck addresses the following topics: - Identify risk factors that are associated with workplace violence - Describe successful practices and interventions for addressing workplace violence - Consider resources that may be integrated into an organization's workplace violence prevention program		X		X		
Safer Together: A National Action Plan to Advance Patient Safety http://www.ihi.org/Engage/Initiatives/National-Steering-Committee-Patient-Safety/Pages/National-Action-Plan-to-Advance-Patient-Safety.aspx **Availability:** Free; To download pdf and access guide you must complete an online form.	This action plan is a resource guide to assist health care leaders in making significant advances toward safer care and reduced harm across the continuum of care. The National Action Plan focuses on four essential areas to build system safety: - Culture, Leadership, and Governance - Patient and Family Engagement - Workforce Safety - Learning System The action plan consists of two supplemental resources: - The Self-Assessment Tool, which assists leaders and organizations in deciding where to start - The Implementation Resource Guide, which details specific tactics and supporting resources for implementing the National Action Plan recommendations		X	X			

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McDonald, Owen American Association of Physician Leaders (AAPL)							
Disruptive Physician White Paper https://pdf4pro.com/amp/view/by-owen-macdonald-group-publisher-quantiamd-18b6f4.html	The white paper is collaboration between QuantiaMD, an online physician-to-physician learning collaborative, and the American College of Physician Executives (now the American Association of Physician Leaders). Content includes: - Types of disruptive behaviors - Organizational insights - Consequences and opportunities - Methodology			X			
Minnesota Department of Health							
Prevention of Violence in Health Care Toolkit https://www.health.state.mn.us/facilities/patientsafety/preventionofviolence/toolkit.html	This toolkit is designed to be a resource for any facility that would like to establish a violence prevention program or improve their current program. It contains sample policies and procedures, articles, staff education tools and other documents that facilities can use to educate their staff and their leaders about this process. Resource topics: - Safety coordination - violence prevention program - Accurate and concurrent reporting - Faculty culture and accountability - Staff education - Risk identification - Linked interventions - Incident response - Second victim/victim support		X		X		X

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
National Quality Forum (NQF)							
National Quality Forum Action Team to Prevent Healthcare Workplace Violence https://www.qualityforum.org/WorkArea/linkit.aspx?LinkIdentifier=id&ItemID=93050	National Quality Forum's (NQF) Action Team Issue Brief on health care workplace violence discusses strategies to support health care organizations and community stakeholders in the prevention, reporting, and reduction of health care workplace violence.	X		X		X	
Occupational Safety and Health Administration (OSHA)							
Workplace Violence Resource Page https://www.osha.gov/workplace-violence	Provides information on the extent of violence in the workplace, assessing hazards in various settings, and includes workplace violence prevention strategies.				X		

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
Occupational Safety and Health Administration (OSHA)							
Occupational Safety and Health Administration, United States Department of Labor. (2016). "OSHA 3148-06R 2016: Guidelines for Preventing Workplace Violence for Healthcare and Social Service Workers." https://www.osha.gov/Publications/osha3148.pdf	These guidelines describe the five components of an effective workplace violence prevention program, with extensive examples. This publication provides a general overview of worker rights under the Occupational Safety and Health Act (OSH Act). The OSHA Guidelines address the following: - The impact of workplace violence on health care and social service workers - Risk factors - Violence prevention programs - Management commitment and employee participation - Worksite analysis - Hazard prevention and control - Safety and health training - Recordkeeping and program evaluation - Workplace violence program checklists - Workers' rights - OSHA assistance, services, and programs - NIOSH Health Hazard Evaluation Program - Other resources	X	X	X	X	X	X

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
Oregon Association of Hospitals and Health Systems (OAHSS)							
Workplace Safety Initiative https://www.oahhs.org/safety	The OAHHS Workplace Safety Initiative (WSI) project includes the following goals: - Identify and implement evidence-based programs to reduce injuries from patient handling and workplace violence and foster sustainable cultural change. - Strengthen relationships with partner organizations around health care worker and patient safety issues. - Disseminate lessons learned and tools developed to all hospitals in Oregon to assist implementation of sustainable effective workplace safety programs.	X					
Workplace Violence in Hospitals: A Toolkit for Prevention and Management https://oahhs.org/assets/documents/documents/safety/WPV/Toolkit%20all%20Sections%20with%20PDF%20index%20(no%20tools).pdf	The comprehensive Workplace Violence Prevention toolkit, authored by Lynda Enos, RN, BSN, MS, COHN-S, CPE, assists users to evaluate violence prevention programs, identify and engage stakeholders, and strengthen their workplace violence prevention program and policy. The Comprehensive Toolkit contains a road map for how to implement a workplace violence program in hospitals. Contains all major references and resources related to workplace violence prevention from throughout the USA up to January 2020. It offers tools that can be freely adapted by healthcare organizations to facilitate their workplace violence prevention programs.	X			X	X	

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
Oregon Association of Hospitals and Health Systems (OAHSS)							
Workplace Violence in Hospitals: A Toolkit for Prevention and Management 2nd Edition, 2020 https://d1o0i0v5q5lp8h.cloudfront.net/oahhs/live/assets/documents/documents/Workplace%20Safety%202020%20Updates/WPV%20Toolkit%20All%20Sections%202020%20-%20full.pdf	The 2020 Workplace Violence in Hospitals: Toolkit for Prevention and Management includes the following sections: - Hazard Identification & Assessment - Developing the WPV Program Plan - Hazard Control and Prevention - Education and Training - Implementing the Program - Evaluating the Program - Program Improvement & Sustainability	X			X	X	
PACERS Passionate About Creating Environments of Respect and Civilities							
Civility Toolkit http://stopbullyingtoolkit.org/ **Author:** Robert Wood Johnson Foundation Executive Nurse Fellows Program- 2012	Created by members of the 2012 Robert Wood Johnson Foundation's Executive Nurse Fellows Program to empower leaders to create and sustain a healthy work environment by identifying, intervening, and preventing workplace bullying. The Civility Toolkit employs the social ecological model (SEM) as a framework to mitigate the complex and multiple influence etiologies of bullying. It provides an integrated solution to support, create, and sustain cultures of civility and respect in the health care organization and provides guiding principles for effective utilization of the Civility Toolkit.			X			

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Public Services Health and Safety Association of Canada (PSHSA)							
Workplace Violence in Healthcare https://www.pshsa.ca/emerging-issues/issues/workplace-violence-in-healthcare **Building your Workplace Violence Program** https://workplace-violence.ca/overview/	This Canadian website addresses many aspects of workplace violence in health care, including a separate webpage on building a prevention program. The information on building a workplace violence program is broken down into five steps. Multiple resources relating to each step are provided, including assessment tools, webinars, checklists, and action items for those developing and operationalizing the program.	X	X	X	X	X	X
The Joint Commission							
Improving Patient and Worker Safety https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/work-place-violence-prevention/updated-wsps-monograph-final-42020.pdf	This monograph describes a range of topic areas and settings in which synergies exist between patient safety and worker health and safety activities. The monograph also describes the importance of a safety culture and why high-reliability organizations are concerned with safety for both patients and health care workers. In addition, the monograph offers the following: - Examples of health care organization practices that address patient and worker safety simultaneously and the benefits and potential cost savings attained through collaboration between employee and patient safety departments - Identifies structural and functional management systems and processes that have been used to successfully integrate health and safety activities	X	X				

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
The Joint Commission							
Improving Patient and Worker Safety (continued)	- Describes barriers to recognizing and addressing patient and worker safety issues and suggest strategies for overcoming the barriers by making safety a priority - Recommends action steps that health care organizations can take to improve safety for both patients and workers - Identifies topics for future research	X	X				
It's Leadership's Responsibility to Protect Staff from Workplace Violence New Workplace Violence Requirements Help Create Safe and Sound Environments for Staff | The Joint Commission	This blog, by Lisa DiBlasi-Moorehead describes leadership actions that protect health care workers from workplace violence.			X			

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
The Joint Commission							
Joint Webinar with OSHA (July 2018) Implementing Strategies for Safer Healthcare Organizations Webinar | The Joint Commission	This resource is by OSHA and The Joint Commission, as well as Judith Arnetz, PhD, MPH, PT, of the Department of Family Medicine at Michigan State University. The Joint Commission and OSHA outlined the problem of prevalent workplace violence in health care. Dr. Arnetz described how a multi-hospital, tailored intervention study effectively reduced violent events, as well as ways to apply this approach in other organizations.		X				
OSHA's Guidelines for an Effective Workplace Violence Prevention Program Slide deck https://www.jointcommission.org/-/media/tjc/idev-imports/topics-assets/workplace-violence-prevention-implementing-strategies-for-safer-healthcare-organizations/pdfoshaslideswpvguidancejointcommission071118pdf.pdf	This resource is by OSHA and The Joint Commission, as well as Judith Arnetz, PhD, MPH, PT, of the Department of Family Medicine at Michigan State University. The Joint Commission and OSHA outlined the problem of prevalent workplace violence in health care. Dr. Arnetz described how a multi-hospital, tailored intervention study effectively reduced violent events, as well as ways to apply this approach in other organizations		X				

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
The Joint Commission							
Q & A: Workplace Violence Prevention: Implementing Strategies for Safer Healthcare Organizations https://www.jointcommission.org/-/media/tjc/idev-imports/topics-assets/workplace-violence-prevention-implementing-strategies-for-safer-healthcare-organizations/q_a_wpv_webinarpdf.pdf	This resource is by OSHA and The Joint Commission, as well as Judith Arnetz, PhD, MPH, PT, of the Department of Family Medicine at Michigan State University. The Joint Commission and OSHA outlined the problem of prevalent workplace violence in health care. Dr. Arnetz described how a multi-hospital, tailored intervention study effectively reduced violent events, as well as ways to apply this approach in other organizations		X				
Intervention to Reduce Workplace Violence in Hospitals: Results and Lessons Learned https://www.jointcommission.org/-/media/tjc/idev-imports/topics-assets/workplace-violence-prevention-implementing-strategies-for-safer-healthcare-organizations/pdf_wpv_webinar_july_25_2018_arnetzpdf.pdf	This resource is by OSHA and The Joint Commission, as well as Judith Arnetz, PhD, MPH, PT, of the Department of Family Medicine at Michigan State University. The Joint Commission and OSHA outlined the problem of prevalent workplace violence in health care. Dr. Arnetz described how a multi-hospital, tailored intervention study effectively reduced violent events, as well as ways to apply this approach in other organizations		X				

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The Joint Commission							
Quick Safety Issue 4: Preparing for active shooter situations https://www.jointcommission.org/-/media/tjc/documents/newsletters/quick-safety-issue-four-2014-feb-2017-final-waddendum2.pdf	This Quick Safety discusses steps and actions to taken when planning active shooter training for health care facility staff.		X				X
Quick Safety Issue 5: Preventing violent and criminal events https://www.jointcommission.org/resources/news-and-multimedia/newsletters/newsletters/quick-safety/quick-safety--issue-five-preventing-violent-and-criminal-events/	This Quick Safety provides prevention strategies to address prevention of violent or criminal events in health care facilities. It also includes resources with further information.				X		
Quick Safety Issue 24: Bullying has no place in health care https://www.jointcommission.org/-/media/tjc/newsletters/quick-safety-issue-24-june-2016-6-3-16-final2.pdf	This Quick Safety discusses workplace bullying, identifies behaviors that are considered bullying, provides statistics related to outcomes of this behavior, and suggests actions to address hostile work environments created when bullying occurs.			X			

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
The Joint Commission							
Quick Safety Issue 47: De-escalation in health care https://www.jointcommission.org/resources/news-and-multimedia/newsletters/newsletters/quick-safety/quick-safety-47-deescalation-in-health-care/	The purpose of this Quick Safety is to present de-escalation models and interventions for managing aggressive and agitated patients in the ED and inpatient settings. There are many different de-escalation techniques; this Quick Safety is intended to guide health care professionals to resources for more information and training.						X
Sentinel Event Alert 40: Behaviors that undermine a culture of safety https://www.jointcommission.org/resources/patient-safety-topics/sentinel-event/sentinel-event-alert-newsletters/sentinel-event-alert-issue-40-behaviors-that-undermine-a-culture-of-safety/	Safety and quality of patient care is dependent on teamwork, communication, and a collaborative work environment. To assure quality and to promote a culture of safety, health care organizations must address the problem of behaviors that threaten the performance of the health care team.			X			
Sentinel Event Alert 45: Preventing violence in the health care setting https://www.jointcommission.org/resources/patient-safety-topics/sentinel-event/sentinel-event-alert-newsletters/sentinel-event-alert-issue-45-preventing-violence-in-the-health-care-setting/	This Sentinel Event Alert addresses growing rates of violent acts within health care facilities and towards health care workers. It includes causal factors identified in criminal activities reported to The Joint Commission and discusses several in detail. It also lays out recommendations to address these causal factors.				X	X	

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
The Joint Commission							
Sentinel Event Alert 57: The essential role of leadership in developing a safety culture https://www.jointcommission.org/resources/patient-safety-topics/sentinel-event/sentinel-event-alert-newsletters/sentinel-event-alert-57-the-essential-role-of-leadership-in-developing-a-safety-culture/	Inadequate leadership can contribute to adverse events in various ways, including but not limited to, these examples: - Insufficient support of patient safety event reporting - Lack of feedback or response to staff and others who report safety vulnerabilities - Allowing intimidation of staff who report events - Refusing to consistently prioritize and implement safety recommendations - Not addressing staff burnout			X	X		
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_4_13_18_final.pdf	The focus of this Sentinel Event Alert is to help your organization recognize and acknowledge workplace violence directed against health care workers from patients and visitors, better prepare staff to handle violence, and more effectively address the aftermath.		X	X			

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
The Joint Commission							
Sentinel Event Alert 59 (continued) **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	The infographic included in Sentinel Event Alert 59 identifies types of violent actions, statistics related to violence against health care workers, the problem of underreporting, and factors that play into why violent behavior may occur in health care.		X	X			
Workplace Violence Prevention Resources https://www.jointcommission.org/resources/patient-safety-topics/workplace-violence-prevention/	This page provides links to materials developed by The Joint Commission as well as government resources and those from professional associations (such as the American Nurses Association and the American Hospital Association) and related organizations.			X		X	

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
Veteran's Health Administration (VHA)							
Workplace Violence Prevention Program Overview https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/work-place-violence-prevention/wvpp-overview-slicksheet.pdf	One-page graphic representation of a model for implementing critical elements of a comprehensive workplace violence prevention program in health care.	X		X		X	
Employee Education in Health Workplace Violence Prevention https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/work-place-violence-prevention/employee-ed-in-wvp-slicksheet.pdf	This one-page infographic sheet provides a high-level summary of critical elements by which workplace violence prevention employee education programs may be assessed for appropriate use in health care environments. It includes an alignment table of education appropriate for high, moderate, low, and minimal risk workplaces.					X	X
Behavioral Patient Record Flags or Electronic Health Records Alerts https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/work-place-violence-prevention/behavioral-pt-record-flags-slicksheet.pdf	This is a one-page infographic sheet that provides high-level summary of important elements of the VHA patient recording behavioral flagging system.					X	

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
Veteran's Health Administration (VHA)							
Disruptive Behavior Committee Guidebook https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/work-place-violence-prevention/disruptive-behavior-committee-guidebook.pdf	This guidebook will describe primary violence prevention strategies, secondary prevention strategies that respond to violence as it unfolds, and tertiary prevention strategies for managing the aftermath of violence.	X					
Disruptive Behavior Committee Overview https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/work-place-violence-prevention/disruptive-behavior-committee-slicksheet.pdf	One-page infographic providing a summary of the multidisciplinary process for data-driven, evidence-based assessment and management of behavioral hazards that come to the attention of the health care agency.				X	X	

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
Veteran's Health Administration (VHA)							
Disruptive Behavior Committee: Considerations for Disruptive and Violence Behavior Reporting Systems in Health Care Workplaces https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/work-place-violence-prevention/considerations-for-dvbrs-2021.pdf	A thorough and comprehensive guide for implementing and operating a multidisciplinary behavioral threat assessment and management team in a health care agency in accordance with best practices that align with behavioral science research.	X			X	X	
Civility, Respect, and Engagement in the Workplace (CREW) https://www.va.gov/ncod/crew.asp	Civility, Respect, and Engagement in the Workplace (CREW) is a nationwide initiative developed by the VHA's National Center for Organizational Development (NCOD) with a primary goal of changing organizational culture toward increasing civility in the workplace.			X			

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
Washington Department of Labor and Industry of Labor							
Workplace Violence Awareness and Prevention for Employers and Employees https://lni.wa.gov/forms-publications/F417-140-000.pdf	This guidebook is meant to help employers and employees recognize workplace violence, minimize and prevent it, and respond appropriately if it occurs. Included in this guidebook is a sample workplace violence prevention program that employers can adapt to their company's size and type. The sample program can be incorporated into a company's accident prevention program, used to create a separate workplace violence prevention program, or included as part of the handbook.			X	X	X	
Washington State Hospital Association							
Workplace Violence Prevention https://www.wsha.org/quality-safety/projects/worker-safety/	Washington's legislature has enacted HB 1931 to help address workplace violence in hospitals and other health care settings. WSHA supports law RCW 49.19 implementing the new law which requires hospitals to: - Have a committee to address workplace violence. - Develop and implement a plan to address workplace violence. - Provide violence prevention training. - The resources below are intended to help hospitals address workplace violence and comply with the new law. Includes: Oregon Association of Hospitals and Health Systems - Workplace Safety Initiative - The Workplace Violence in Hospitals: A Toolkit for Prevention and Management *see OAHHS resources Workplace Safety Initiative					X	

Resource/Tool	Brief Description	WVP Program	Policy & procedure	Safety Culture Leadership	Worksite Analysis Risk Assessment	Data Collection, Analysis, Reporting	Education and Training
World Health Organization (WHO)							
Violence against Health Workers Preventing violence against health workers (who.int)	The World Health Organization violence and injury prevention/violence against health workers webpage includes multiple resources: - Framework guidelines - Case studies - Research instruments - Working papers		X			X	
Framework guidelines for addressing workplace violence in the health sector Framework guidelines for addressing workplace violence in the health sector (who.int) **Guidelines on Workplace Violence in the Health Sector** WHO Guidelines	The World Health Organization (WHO), International Labour Office (ILO), International Council of Nurses (ICN), and Public Services International (PSI) jointly developed Framework guidelines for addressing workplace violence in the health sector to support the development of violence prevention policies in non-emergency settings, as well as a questionnaire and study protocol to research the magnitude and consequences of violence in such settings. For emergency settings, WHO has also developed methods to systematically collect data on attacks on health facilities, health workers and patients.		X			X	

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Worksite Analysis/Risk Assessment

American Hospital Association: Workplace Violence Prevention Resources

American Hospital Association: Hospitals Against Violence

American Organization of Nurse Leaders: American Organization of Nurse Executives and American Hospital Association Initiatives Work to Combat Violence

American Society for Healthcare Risk Management: Health Care Facility Workplace Violence Risk Assessment Tool

California Occupational Safety and Health Administration: Guidelines for Workplace Security

Healthy Workforce Institute Website

International Association for Healthcare Safety and Security Website

International Association for Healthcare Safety and Security: Healthcare Security Industry & Design Guidelines: Workplace Violence Prevention Bundle

International Association for Healthcare Safety and Security: Threat Assessment Strategies to Mitigate Violence in Healthcare

Institute for Healthcare Improvement: Workplace Violence: Protecting Health Care Workers (webinar), March 16, 2021

Minnesota Department of Health: Prevention of Violence in Health Care Toolkit

National Quality Forum: National Quality Forum Action Team to Prevent Healthcare Workplace Violence

Occupational Safety and Health Administration: Workplace Violence Resource Page

Occupational Safety and Health Administration: OSHA 3148-06R 2016: Guidelines for Preventing Workplace Violence for Healthcare and Social Service Workers

Oregon Association of Hospitals and Health Systems: Workplace Violence in Hospitals: A Toolkit for Prevention and Management (1st Edition)

Oregon Association of Hospitals and Health Systems: Workplace Violence in Hospitals: A Toolkit for Prevention and Management (2nd Edition)

Public Services Health and Safety Association (Canada): Building your Workplace Violence Program

The Joint Commission: Quick Safety Issue 5: Preventing violent and criminal events

The Joint Commission: Sentinel Event Alert 45: Preventing violence in the health care setting

The Joint Commission: Sentinel Event Alert 57: The essential role of leadership in developing a safety culture

Veteran's Health Administration: Disruptive Behavior Committee Overview

Veteran's Health Administration: Disruptive Behavior Committee: Considerations for Disruptive and Violence Behavior Reporting Systems in Health Care Workplaces

Washington Department of Labor and Industry: Workplace Violence Awareness and Prevention for Employers and Employees

Data Collection/Analysis/Reporting

American Hospital Association: Workplace Violence Prevention Resources

American Hospital Association: Hospitals Against Violence

American Nurses Association: Incivility & Bullying

American Nurses Association: 2019 Reporting Incidents of Workplace Violence

American Organization of Nurse Leaders: Guiding Principles – Mitigating Violence in the Workplace

American Society for Healthcare Risk Management: Health Care Facility Workplace Violence Risk Assessment Tool

California Occupational Safety and Health Administration: Guidelines for Workplace Security

California Occupational Safety and Health Administration: Violence in Healthcare FAQ Page

California Occupational Safety and Health Administration: California Workplace Violence Incident Reporting System for Hospitals

Bureau of Labor Statistics: Injuries, Illnesses, Fatalities

Healthcare Excellence Canada: A Framework for Establishing a Patient Safety Culture

Healthy Workforce Institute: Survey Tool

International Association for Healthcare Safety and Security: Healthcare Security Industry & Design Guidelines: Workplace Violence Prevention Bundle

Occupational Safety and Health Administration: OSHA 3148-06R 2016: Guidelines for Preventing Workplace Violence for Healthcare and Social Service Workers

Oregon Association of Hospitals and Health Systems: Workplace Violence in Hospitals: A Toolkit for Prevention and Management (1st Edition)

Oregon Association of Hospitals and Health Systems: Workplace Violence in Hospitals: A Toolkit for Prevention and Management (2nd Edition)

Public Services Health and Safety Association (Canada): Building your Workplace Violence Program

The Joint Commission: Sentinel Event Alert 45: Preventing violence in the health care setting

The Joint Commission: Workplace Violence Prevention Resources

Veteran's Health Administration: Workplace Violence Prevention Program Overview

Veteran's Health Administration: Employee Education in Health Workplace Violence Prevention

Veteran's Health Administration: Behavioral Patient Record Flags or Electronic Health Records Alerts

Veteran's Health Administration: Disruptive Behavior Committee Overview

Veteran's Health Administration: Disruptive Behavior Committee: Considerations for Disruptive and Violence Behavior Reporting Systems in Health Care Workplaces

Washington Department of Labor and Industry: Workplace Violence Awareness and Prevention for Employers and Employees

Washington State Hospital Association: Workplace Violence Prevention

World Health Organization: Guidelines on Workplace Violence in the Health Sector

Training and Education

Agency for Healthcare Research and Quality: December Webinar: Reducing Workplace Violence with TeamSTEPPS®

American Hospital Association: Workplace Violence Prevention Resources

American Hospital Association: Hospitals Against Violence

American Organization of Nurse Leaders: Guiding Principles – Mitigating Violence in the Workplace

American Society for Healthcare Risk Management: Health Care Facility Workplace Violence Risk Assessment Tool

Assistant Secretary for Preparedness and Response: Incorporating Active Shooter Incident Planning into Health Care Facility Emergency Operations Plans

California Occupational Safety and Health Administration: Violence in Healthcare FAQ Page

Centers for Disease Control and Prevention/National Institute for Occupational Safety and Health: Workplace Violence Prevention Training for Nurses

Centers for Disease Control and Prevention/National Institute for Occupational Safety and Health: Violence Occupational Hazards in Hospitals

Crisis Prevention Institute: CPI'S Top 10 De-escalation Tips

Cybersecurity and Infrastructure Security Agency: Active Shooter Preparedness

Depression and Bipolar Support Alliance: 10 Principles of Verbal De-escalation

Healthcare Excellence Canada: A Framework for Establishing a Patient Safety Culture

Healthy Workforce Institute: Survey Tool

International Association of Emergency Services Chiefs: Active Shooter Planning and Response

Minnesota Department of Health: Prevention of Violence in Health Care Toolkit

Occupational Safety and Health Administration: OSHA 3148-06R 2016: Guidelines for Preventing Workplace Violence for Healthcare and Social Service Workers

Public Services Health and Safety Association (Canada): Building your Workplace Violence Program

The Joint Commission: Quick Safety Issue 4: Preparing for active shooter situations

The Joint Commission: Quick Safety Issue 47: De-escalation in health care

The Joint Commission: Sentinel Event Alert 45: Preventing violence in the health care setting

Veteran's Health Administration: Employee Education in Health Workplace Violence Prevention

World Health Organization: Violence against Health Workers

World Health Organization: Framework guidelines for addressing workplace violence in the health sector

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