

Policy and Procedure Builder: Workplace Violence Prevention Program

[Use this template to develop a workplace violence prevention program policy and procedure for the organization. Revise the sample language to meet your organization's needs.]

Policy title:		
Manual title:	Department:	Reviewed/approved by:
Effective date:	Date last updated:	Date originally issued:
Approved by: (medical director)	Approved by: (practice manager)	

Policy Statement

[Provide a one- or two-sentence statement about the policy.]

Sample Text: [Organization Name] established a workplace violence prevention program to reduce or prevent episodes of workplace violence; to reduce or prevent injuries to patients, staff, or visitors; and to foster a culture of safety.

Purpose

[Describe the reason for the policy.]

Sample Text: Preventing workplace violence is important to our patients, staff, and visitors. Our workplace violence prevention program recognizes that violent events can and do happen, and being unprepared is unacceptable. Although it is difficult to completely eliminate violence in healthcare settings, and no one-size-fits-all approach is appropriate for prevention, reducing the potential for violent occurrences, and minimizing their impact if they do occur, is possible. This policy outlines the strategies employed in [Organization Name]'s workplace violence prevention program.

Scope

[Identify to whom the policy applies.]

Sample Text: This policy applies to anyone working at [Organization Name] including medical staff, clinical staff, administrative staff, employees, agency staff, volunteers, and contract workers. Patients are also expected to follow the posted instructions regarding code of conduct.

Procedures for Implementation

[Provide step-by-step instructions for implementing the policy. Listed below are questions about a workplace violence prevention policy that your organization might address in its procedures.]

Suggested Issues to Address in the Program Policy:

- The organization's philosophy of providing a safe environment

- Periodic assessment of workplace violence hazards, including safety-and-security rounding surveillance of the office environment (e.g., who conducts the assessment, how often, who reviews the results and makes improvements)
- Staff training (e.g., how to identify signs of escalating aggressive behaviors, de-escalation techniques, how to report workplace violence)
- Monitoring of compliance with the workplace violence prevention program
- Patient communication (e.g., zero tolerance regarding violence, the complaint or grievance process, prohibition against weapons, patient code of conduct)
- The security process when staff resign or are terminated from employment
- Employing strategies for reducing stressful situations:
 - Determination of staffing levels with safety and security in mind (e.g., early mornings, evenings, weekends).
 - Mechanisms and expectations about communicating patient wait times
 - Mechanisms to relieve overcrowding in high-traffic areas
- Support and resources for employees who are exposed to or experience workplace violence (e.g., employee assistance program, workers' compensation, counseling).

Definitions

[Provide definitions for terms used in the policy. Listed below are terms associated with a workplace violence prevention program that may require a definition.]

Suggested Definitions:

- Workplace (practice setting, building, parking area)
- Workplace violence
- De-escalation
- Hostile or threatening behavior (verbal)
- Discriminatory behavior (verbal)
- Physical violence
- Self-defense
- Zero tolerance
- Safe room

Documentation

[Describe how compliance with the policy is documented and who is responsible for the documentation.]

Suggested Text: The following items are documented for the workplace violence prevention program:

- Alert in paper or electronic health record for patients identified as high risk for aggressive, threatening, or disruptive behavior
- Patient and family education about the patient's rights and responsibilities, including the patient code of conduct
- Patient's receipt of a copy of the patient code of conduct
- New-employee orientation regarding the workplace violence prevention program
- Ongoing employee training regarding the workplace violence prevention program

Specific events of workplace violence or discriminatory behaviors are documented as per practice policy, including in an event report.

Related Policies, Documents, and Forms

[List all related policies and procedures, such as the examples provided below.]

Suggested Policies, Documents, and Forms:

- Staff code of conduct
- Patient rights and responsibilities (code of conduct)
- Security and safety rounding tool
- Staff handout: aggression de-escalation techniques
- Workplace violence self-assessment questionnaire
- Policies related to reducing stressful situations (staffing, communication, environment)
- Event reporting policy
- Event report form or instructions for electronic event reporting
- Quality improvement analysis related to an incident of workplace violence (e.g., analysis of staff actions, patient flow, communication)

References

[Identify relevant federal and state laws and regulations, accreditation standards, and other references directly applicable to the policy. Listed below are examples from the [Deep Dive™: Safe Ambulatory Care](#).]

- Accreditation Association for Ambulatory Healthcare. Accreditation handbook for ambulatory health care. 2018 May [cited 2019 May 22]. [\[available for purchase\]](#)
- The Joint Commission:
 - o Comprehensive accreditation manual for ambulatory care. Oakbrook Terrace (IL): Joint Commission Resources; 2019. [\[available for purchase\]](#)
 - o [Developing a reporting culture: learning from close calls and hazardous conditions](#). Sentinel Event Alert 2018 Dec 11 [cited 2019 May 22].

Policy Contact

[Provide the name of a person or department responsible for the policy. That person or department should be listed as the contact for addressing questions about the policy.]