



VHA Workplace Violence Prevention Program (WVPP)

WVPP Overview

The WVPP promotes a culture of safety and the use of evidence-based, data-driven processes for assessing, mitigating, and managing human behaviors that compromise the safety and effectiveness of VHA health care workplaces.

Promoting patient and employee safety involves reporting events using the Disruptive Behavior Reporting System and using processes for behavioral threat multidisciplinary team review.

WVPP Consultation

VHA Workplace Violence Prevention Program Consultation Team
WVPPConsultation@va.gov

U.S. Health Care Workplace Violence

Health care workers

face significant risks of job-related violence



While under 20% of all workplace injuries happen to health care workers ...



Health care workers suffer 50% of all assaults.

<https://www.osha.gov/Publications/osh3148.pdf>

Source: Bureau of Labor Statistics

Relevant Legislation, Regulatory Requirements, and Standards

- Public Law 112-154, section 106, "Honoring America's Veterans and Caring for Camp Lejeune Families Act of 2012"
- 38 Code of Federal Regulation, section 17.107, "VA Response to Disruptive Behavior of Patients"
- Occupational Safety and Health Act, section 5(a)(1) (aka "General Duty Clause")
- The Joint Commission's Environment of Care and Leadership Standards

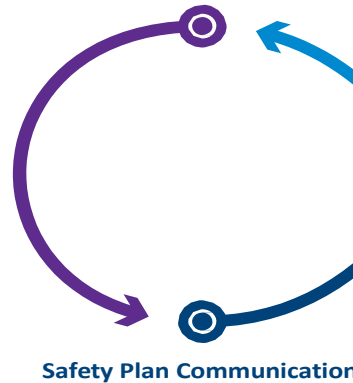
For More Information

<https://dvagov.sharepoint.com/sites/VHAWVPP/SitePages/Home.aspx>

<https://dvagov.sharepoint.com/sites/VHAPMDB/default.aspx>

Leadership

Event Assessment & Threat Management



Safety Plan Communication

Employee

Employee Training

Event Reporting & Tracking

Prevention and Management of Disruptive Behavior (PMDB) Training

This employee training program is a key tool in the prevention of workplace violence. It contains training at four levels of focus:

- Part 1 All Employees: Introduction to Violence Prevention, Observation and Assessment
- Part 2 Low Risk Workplaces: Customer Service and Verbal De-escalation Skills
- Part 2 Moderate/High Risk Workplaces: Customer Service, Verbal De-escalation, Limit-Setting and Personal Safety Skills
- Part 3 High Risk Workplaces: Therapeutic Containment Techniques

Disruptive Behavior Reporting System (DBRS)

- A secure, web-based electronic system is used for reporting safety concerns.
- All employees may enter reports that are assessed and safety data are tracked.

Event Assessment and Threat Management

- Multidisciplinary teams of trained professionals conduct individualized, evidence-based, data-driven behavioral threat assessments to determine the likelihood that a reported disruptive behavior will undermine the culture of safety in VHA.
- Customer and patient behaviors are addressed by the Disruptive Behavior Committee (DBC), chaired by a senior clinician.
- Employee behaviors are addressed by the Employee Threat Assessment Team (ETAT), focusing only on the security and safety issues of the reported behavior.

Safety Plan Communication

- Information necessary to know during the initial moments of an encounter is conveyed to VHA personnel via local and national Patient Record Flags.
- Employees are empowered to implement the threat management plan.

Workplace Violence Prevention Program

VA is a place for healing.

Everyone's Safety is Everyone's Responsibility.



U.S. Department of Veterans Affairs