



## Compliance program meets new workplace violence prevention rules

### Situation

A large medical system reached out to BSI for assistance in complying with the requirements of California's new Violence Prevention in Health Care regulations. Though some of their five medical centers and ten campuses already had a few of the required elements in place, the client wanted to create a complete system wide program that could be adapted to the needs of each location as necessary.

### Solution

BSI worked with the client team to gather input from stakeholder groups comprised of risk, security, and health and safety managers at each location. Using benchmark data collected through gap assessments our consultants created a program that included:

- A workplace violence prevention plan template and editable risk assessment tool enabling each location to create site-specific programs.
- New staff policies and procedures.
- Online workplace violence awareness training.
- Class training materials for patient care staff who may confront violent persons.

### Improved Outcomes

- The client completed all the requirements of the new regulations ahead of schedule, making them one of the few medical facilities in the state to meet the original implementation date.
- New online training on workplace violence awareness was deployed to more than 500,000 employees systemwide.
- Increased staff awareness and ownership of the new program.