



## Workplace Violence and Security

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# Today's Speakers



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# Agenda



# Interactive Poll - What role do you have in your organization



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# Workplace Violence Overview

# What is Workplace Violence?

- The threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury
- An incident involving the threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury



# Why worry about workplace violence injuries and incidents?



# Statistics

**11,370** healthcare and social assistance workers were **victims of assaults by another person**

*(Reference: Bureau of Labor Statistics, 2010)*

Healthcare and social assistance workers are

**5 times more likely**

to be **victims of nonfatal assaults.**

*(Reference: Bureau of Labor Statistics)*

Healthcare workers account for **almost 70%** of all

**non-fatal workplace assaults**

*(Reference: Bureau of Labor Statistics)*

Hospitals spend

**\$852 million** dollars for unreimbursed costs for medical care for victims of violence

*(Reference: American Hospital Association)*



# Workplace Violence Regulations

## Cal-OSHA 3342 – Workplace Violence Prevention in Healthcare

- Adopted April 1, 2017
- Policy
- Site-specific Prevention Plans
  - Environmental risk assessment
  - Patient-specific and visitor risk assessment
  - **Procedures to correct hazards**
  - **Procedures for post-incident investigation**
- Training
  - Initial and annual refresher
  - “Responder” and annual refresher
- **Recordkeeping**
- Reporting

# Key Challenges

- In most cases perpetrators of workplace violence have entered into the facility to receive care for themselves or someone they care about
  - High stress, high emotion
  - Diminished mental capacity from injury, illness, medical treatment, medical diagnosis
- Healthcare workers must still provide care while maintaining their own safety and security
- Changing the mindset that workplace violence is just a part of the job

# Real Life Examples

2014

- Nurse stabbed in ear with pencil
- Nurse stabbed multiple times with knife

2014

- Group of nurses beaten by patient with a metal pipe

Maria

- Choked with her own stethoscope

Mary

- Hit several times in the back with walker

How are you doing with respect to workplace violence injuries?



**Interactive Poll – What are some of the barriers your organization faces?**



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# Risk Assessments

# Environmental Risk Assessment

## Procedures to identify and evaluate risk factors

- Employees working in isolated areas
- Poor illumination
- Lack of physical barriers
- Poor escape routes
- Obstacles to accessing alarm systems
- Areas where unauthorized access may occur
- Furnishings that can be used as weapons
- Storage of high value items such as cash or pharmaceuticals



# Assess Your Work Environment

## Critically examine your work environment

- Parking lots
- Walkways
- Entryways
- Reception areas
- Offices
- Patient care areas

## Questions to ask about your work environment

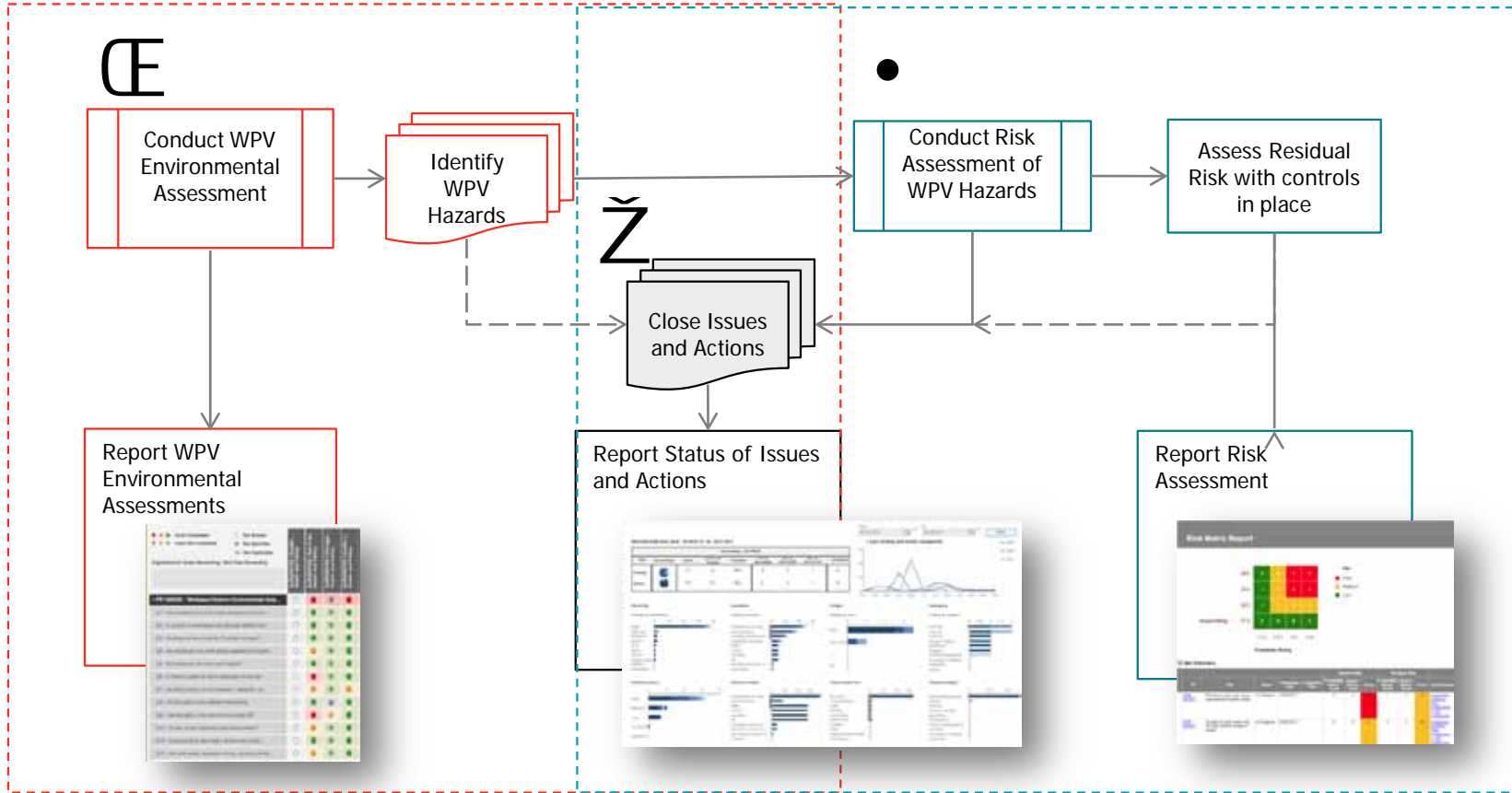
- Is there adequate lighting?
- Do you have a convenient escape route?
- Are you able to call for assistance if you need it?
- What objects can potentially be used as weapons?



# Complete Environmental Risk Assessments (Manual)

Item #	Description					Probability	Rating	Safeguards	Risk	Comments
		Yes	Partial Yes	No	N/A	Rating High (4) - Low (1)	High (4) - Low (1)	Weak (5) - Strong (1)	Score (PR+IR +SG)	
<b>Environmental</b>										
1	Are reception and work areas designed to prevent unauthorized entry									
2	Is access to work areas only through staffed reception areas									
3	Are there access controls (Comment on type)									
4	Are employee only work areas separate from public areas									
5	Are entrances and exits well marked									
6	Is there a system to alert employees of intruders									
7	Are there places of concealment - stairwells, recessed doorways, elevators, unlocked storage areas									
8	Are the lights in the stairwell functioning									
9	Can the lights in the stairwell be turned off									
10	Do any of the inspected areas feel isolated									
11	Is it possible to see what is at the end of each corridor or hallway									
12	Are work areas, treatment rooms, reception areas organized to prevent employees from being trapped									
13	Is general housekeeping maintained and items that could be used as weapons secured or out of reach									
14	Are interview rooms designed to ensure unimpeded exit by both staff and patient/visitor									
15	Are private, locked restrooms available for staff									
	Are there places where workers can go for protection									

# To Be High Level Flow – WPV Risk Assessments



# CE Conduct Environmental Assessments to Identify Hazards

	AUR-000105   Seattle Health and Safety	AUR-000102   San Fran, Health and Safety	AUR-000104   Chicago, Health and Safety	AUR-000103   Austin  , Health and Safety
<p> <span style="color:red">●</span> <span style="color:orange">●</span> <span style="color:green">●</span> Audit Completed    <input type="radio"/> Not Started  <span style="color:red">●</span> <span style="color:orange">●</span> <span style="color:green">●</span> Audit Not Completed    <input type="radio"/> Not Specified                      NA Not Applicable                 </p> <p>Organisational Scope Descending   Start Date Descending</p>				
▼ PRT-000020 - *Workplace Violence Environmental Asse...	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Q1 - Are reception and work areas designed to prevent...	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Q2 - Is access to work areas only through staffed rece...	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Q3 - Are there access controls (Comment on type)?	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Q4 - Are employee only work areas separate from public...	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Q5 - Are entrances and exits well marked?	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Q6 - Is there a system to alert employees of intruder...	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Q7 - Are there places of concealment - stairwells, rec...	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Q8 - Are the lights in the stairwell functioning?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Q9 - Can the lights in the stairwell be turned off?	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Q10 - Do any of the inspected areas feel isolated?	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Q11 - Is it possible to see what is at the end of each...	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Q12 - Are work areas, treatment rooms, reception areas...	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

## Workplace Violence Environmental Assessment

### General Information

Schedule Date 10/1/2017 12:00 am      Due Date 10/1/2017 12:00 am      Start Date 10/1/2017 11:07 pm

#### Scope Description

Assessment of Workplace Violence in the office environment.

Audit Template Office Safety Inspection | Verification is not required

Weighted Maximum Score: 24    Weighted Actual Score: 16 (66.7%)    Verified Wt. Actual Score: 0 (0.0%)

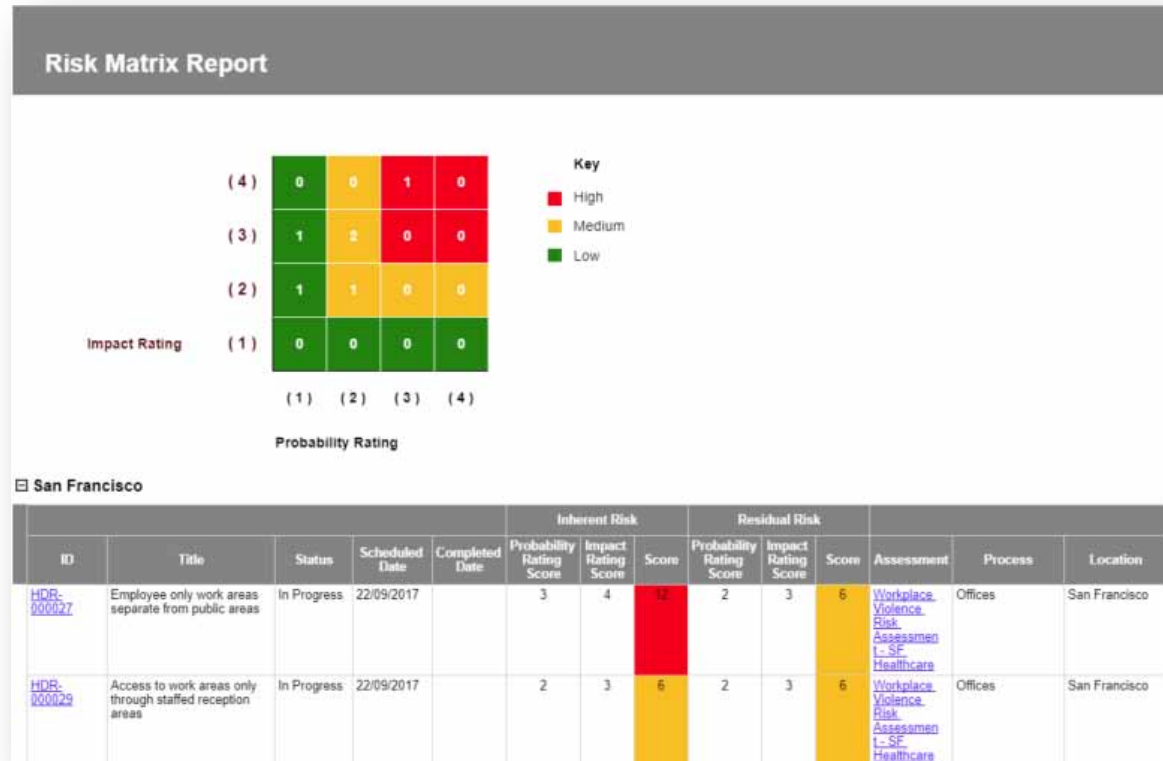
### Protocol \*Workplace Violence Environmental Assessment

- Q 1 Are reception and work areas designed to prevent unauthorized entry? Yes
- Q 2 Is access to work areas only through staffed reception areas? Yes
- Q 3 Are there access controls (Comment on type)? Yes
- Q 4 Are employee only work areas separate from public areas? Partial
- Q 5 Are entrances and exits well marked? Yes
- Q 6 Is there a system to alert employees of intruders? No
- Q 7 Are there places of concealment - stairwells, recessed doorways, elevators, unlocked storage areas? Partial
- Q 8 Are the lights in the stairwell functioning? Yes
- Q 9 Can the lights in the stairwell be turned off? No
- Q 10 Do any of the inspected areas feel isolated? Partial
- Q 11 Is it possible to see what is at the end of each corridor or hallway? Yes
- Q 12 Are work areas, treatment rooms, reception areas organized to prevent employees from being trapped? Partial

### Findings

Title	ID	Type	Proposed Resolution Date	Question Number	Status
Create system to alert employees of intruder.	OFI-000011	Opportunity for Improvement			Open

- Conduct workplace violence risk assessments on the hazards identified in the environmental assessment



# Z Manage issues and actions identified to completion

Records with start date 2016/10/03 to 2017/10/02

Current Status 2017/10/01								
Type	Live by Status	Active	Overdue	% Overdue	Due by 2017/10/31	Due by 2017/11/30	Due by 2017/12/30	Completed
Findings		0	0	0%	0	0	0	0
Actions		176	91	52%	32	6	34	369



ID	Description	Type	Status	Location	Owner
BPR-000016	Good follow through on LOTO procedure	Best Practice	Closed	San Francisco	Gary Robinson
NOV-000004	Create process to determine risk related to threats and opportunities	Violation	Draft	Charlotte/tn	Gary Robinson
OFI-000011	Create system to alert employees of intruder	Opportunity for Improvement	Draft	San Francisco	Gary Robinson
UCN-000002	EXAMPLE - The organization failed to ensure that customer complaint	Unsafe Condition	Draft	San Francisco, Charlotte/tn	Super Admin
OFI-000004	Introduce mandatory surge protections on all power cords	Opportunity for Improvement	Draft	Portland, San Francisco	Kris Sinclair
OFI-000008	Review process for NC management	Opportunity for Improvement	Draft	Charlotte/tn	Gary Robinson
NOV-000003	Serious Violation - fall protection safety	Violation	Draft	San Francisco	Gary Robinson
OFI-000003	Ask supplier to provide interim releases to ensure progress	Opportunity for Improvement	Open	Charlotte/tn	Kris Sinclair
UCN-000076	Doors not closed upon arrival	Unsafe Condition	Open	San Francisco	Kris Sinclair
UCN-000046	Electrical Safety: Written Program	Unsafe Condition	Open	San Francisco	Jacob Zollinger
UCN-000047	Emergency Action Plan (EAP) - Written Plan	Unsafe Condition	Open	San Francisco	Jacob Zollinger

# Best Practices for Behavioral Risk Assessments

- Flag behavioral data in patient Electronic Medical Record
- Use a “hall pass” to communicate WPV potentials during transport
- Comprehensive visitor management program
- Daily system wide safety briefings that cover WPV issues
  - Daily/shift unit specific safety briefings
- Policies and procedures to manage disruptive persons

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# Recordkeeping

# Reporting to Cal-OSHA

## 72 Hours

- ACTUAL PHYSICAL FORCE
- Did the incident involve the actual use of physical force that resulted in (or had a high likelihood of resulting in) Injury or Psychological trauma / stress?



## 24 Hours

- ACTUAL PHYSICAL FORCE resulting in one or more days away from work, restricted work, transfer to another job, medical treatment beyond first aid, loss of consciousness, significant injury



## 24 Hours

- ACTUAL USE OF FIREARM / WEAPON
- Did the incident involve the actual use of firearm or other dangerous weapon (includes use of common objects as weapons)?



## 24 Hours

- Death
- Serious injury / illness that requires inpatient hospitalization >24 hours for other than medical observation, loss of any member of the body, serious degree of permanent disfigurement



# Violent Incident Log

- The date, time, specific location, and department of the incident
- A detailed description of the incident
- A classification of who committed the violence
- A classification of circumstances at the time of the incident
- A classification of where the incident occurred
- The type of incident, including whether it involved:
  - Physical attack
  - Attack with a weapon or object, including a gun, knife, or other object
  - Threat of physical force or threat of the use of a weapon or other object
  - Sexual assault or threat
  - Animal attack
  - Other
- Consequences of the incident, including:
  - Whether medical treatment was provided to the employee
  - Who, if anyone, provided necessary assistance to conclude the incident
  - Whether security was contacted and whether law enforcement was contacted
  - Amount of lost time from work, if any
  - Actions taken to protect employees from a continuing threat, if any
- Information about the person completing the Log including their name, job title, phone number, email address, and the date completed

# Root Cause Analysis – 5 Whys

Ask why? until you get to the root of the problem

Why

- Why did the nurse strike her head?

Why

- Why was the patient chasing her?

Why

- Why was she trying to administer medication?

Where

- Where was the area the nurse was working?

Why

- Why was the cabinet next to the exit door?

Why

- Why was the cabinet door left open?

# Track a live incident log with detail of information for reporting and analysis

ID	Category	Summary of Inci...	Start Date
INC-000001	Verbal Abuse	Staff member reports Lead	
INC-000003	Unwanted physical sexual c...	male performe	
INC-000004	Punching/slapping	Person in Act of	12/8/2016 12:00 a
INC-000008	Pushing/pulling	A robbery was attempted in...	12/8/2016 10:53 am
INC-000010	Verbal Abuse	High stress employee intera...	12/8/2016 3:27 pm
INC-000011	Biting, Kicking, Stabbing; U...	attacker pulled me and tryin...	12/8/2016 3:39 pm
INC-000012	Punching/slapping	Patient punched uppler left ...	12/8/2016 3:50 pm

**EXAMPLE**

**Consequences**

Became unconscious   
 Dangerous Occurrences   
 Death / fatality   
 First aid  
 From 1 to 3 days lost time   
 Hospitalisation for more than 24 hours   
 Major injury   
 Medical treatment  
 More than 3 days lost time   
 Near miss / incident   
 Needed resuscitation   
 Restricted work

**Custom Fields**

Are employees of any other employers affected?  
No

**Engineering Control modifications**

Entering/leaving facility   
 On break/lunch   
 On Duty   
 Working past regular shift  
 Working regular shift

During the incident, was the employee(s) assisted by

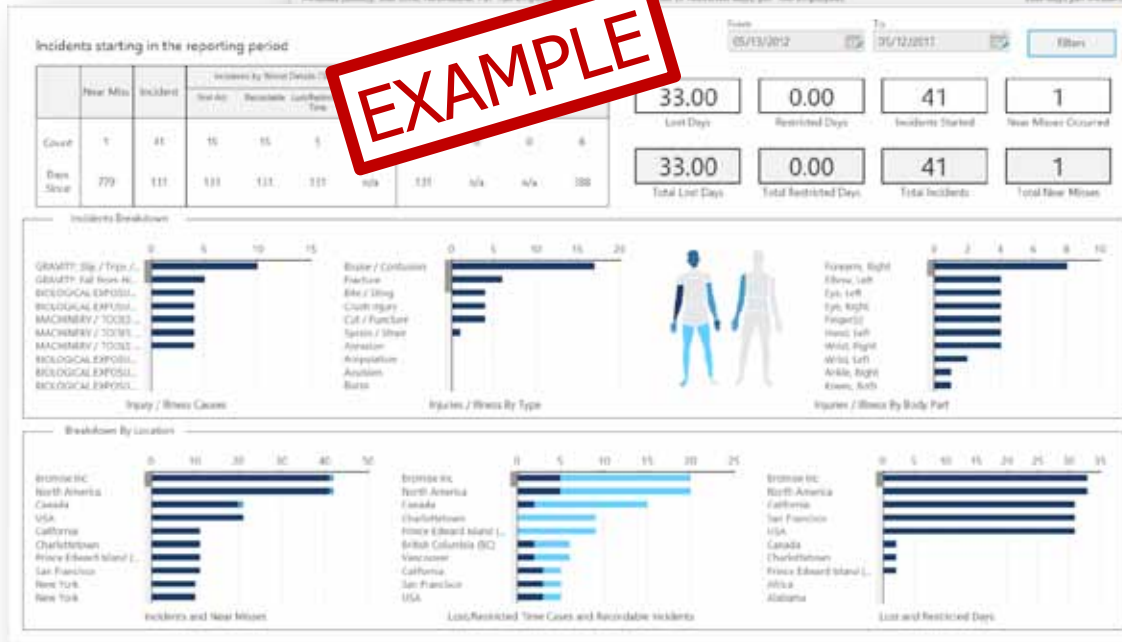
Employee received no assistance   
 Hospital emergency response team   
 Local law enforcement   
 Nearby employees  
 Other   
 Private/Internal security

Is there a continuing threat (i.e. potential for exposure) to employees?  
No

If yes, what changes are being considered?

Eng. Control mods. - Alarm system   
 Eng. Control mods. - Lighting   
 Eng. Control mods. - Monitoring systems (e.g. metal detectors, closed circuit video, mirrors)   
 Eng. Control mods. - Other  
 Eng. Control mods. - Physical access control   
 Eng. Control mods. - Physical barriers   
 Eng. Control mods. - Physical layout (incl. accessible escape routes, unimpeded line of sight)   
 Eng. Control mods. - Reducing overcrowding in waiting room  
 Eng. Control mods. - Removing/securing objects with weapon potential   
 Eng. Control mods. - Specific Engineering controls unknown at this time   
 Work practice ctbl mods. - Added/increased security personnel   
 Work practice ctbl mods. - Additional employee training  
 Work practice ctbl mods. - Implementation of change in trolley system   
 Work practice ctbl mods. - Improved communication among staff about aggressive/violent patients   
 Work practice ctbl mods. - Increased staffing levels   
 Work practice ctbl mods. - Other  
 Work practice ctbl mods. - Reduced waiting times   
 Work practice ctbl mods. - Specific work practice controls unknown at this time

# Review incident log analytics to generate insights to improve safety and security



# Annual Review

- Comprehensive annual review is required and looks at the following information:
  - Staffing
  - Sufficiency of security systems
  - Job design, equipment and facilities
  - Security risks associated with specific units
  - The overall WPV plan
    - » Policies and procedures
    - » Hazard assessment
    - » Incident review

**Interactive Poll – What benefits do you think your organization can realize from reducing workplace violence events?**



# Recap and Questions



# Contact Info

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## Thank You for Attending

Please fill out our short survey to receive a free of copy of the session slides from today.

Looking forward to discussing more advanced concepts on the next session.

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