

Creative Ways to Minimize Workplace Violence

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Violence in the Emergency Department

Defining Acting Out Behavior

- Verbal Acting Out
- Physical Acting Out

Strategies for identifying patients with a history of acting out behavior

- High Security Risk Alert
- The RN responsible for the care of the patient must activate the HSR alert in CERNER and will need to manually turn on the alert in

Teletracking

Bed	ST	Name	Age	DM	Braden Score	Iso Type
3201A	IH		78		22	None
3202A	D		59		20	None
3203A						
3204A	IH		94		13	
3205A	D		52		15	
3206A	C		88		19	None
3207A	A+		89			Contact

Powerchart







Discern: Open Chart - ZZTEST, ANDY (1 of 1)


Cerner **DISCERN ALERT**

ZZTEST, ANDY has a documented occurrence of assaultive behavior. Follow your facility workplace violence policy.






OK

ED Tracking Shell

5	Lab	Rad	Events
	<input checked="" type="checkbox"/>		 
2/1			
	<input checked="" type="checkbox"/>		 
9/0			



OB Tracking Shell

Name	Allergies	Risks
TEST, HRS		
TESTPAWSS, R		
MGHTESTIP, OM		



ED Mental Health Holds (1799.111, 5150, etc.)

Designated Areas in the ED

- Designated areas within the Emergency Department for managing mental health holds and related security protocols
- Ligature Free Rooms
- CCTV Coverage Displayed at Nursing station
- Separated from property
- Metal screening with handheld wand
- Placed in hospital gowns
- Security and/or Mental Health Tech escorts for all movement

Emergency Codes & Response

Description and response procedures for different emergency codes (Grey, Silver, Black, Green)

- Code Grey – Combative Person
- Silver – A Person with a weapon
- Black – Active shooter
- Green – Patient Elopement (1799.111 or 5150)

Establishment of response teams for acting out behavior incidents

Workplace Violence Training

- Overview of WPV training programs available (e.g., AVADE, HSS TEAM, Essential of Aggression Management, MOAB, MABPRO, CPI, etc.)
- Identification of code response personnel and deployment strategies (similar to code blue methodology)
- Active Shooter protocol: Run, Hide, Fight

Security Measures

Weapons Screening

- Implementation of weapons screening measures (e.g., Metal Detectors, X-ray Machines, Handheld Wands)
- Management of patient belongings and valuables
- Strategies for inventory process, storage & retention, and handling disallowed materials/contraband

Electronic Security Measures

- Description and utilization of electronic security measures (e.g., Access Control, CCTV, Aerial Drones, Robots, Visitor Management)
- Importance of cybersecurity in IT and physical security technologies

Facility Security

Security Staffing Model

- Description of different security staffing models (Contracted Security, In-House Security, Hybrid, Law Enforcement)
- Deployment strategies for optimal security coverage

External Partnerships and Relationships

- Collaboration with external partners (e.g., Police, Sheriff, County Mental Health, Security Companies, K-9 units)

Reports and Signage

Documentation

- Importance of incident reporting and tracking trends in incident statistics
- Committees responsible for reviewing statistics (e.g., EOC, WPV, etc.)
- Conducting risk assessments, security management plans, annual evaluations, and WPV annual assessments

Signage

- Signage policies related to prohibited items (e.g., No Weapons Allowed, Contraband, Zero Tolerance Violence)

References

Cal OSHA 3342

<https://www.dir.ca.gov/title8/3342.html>

https://calhospital.org/wp-content/uploads/2019/11/workplaceviolenceprevention_epdf_members-1.pdf

New laws Regarding Mental Health Patients

https://calhospital.org/wp-content/uploads/2021/04/new_law_regarding_mental_health_part_1_1_up_0.pdf

https://calhospital.org/wp-content/uploads/2021/04/new_law_regarding_mental_health_part_2_1_up.pdf

Workplace Violence Training

<https://personalsafetytraining.com/about-us/>

<https://hss-us.com/team> & <https://hasc.org/vendors/hss-inc/>

<https://institute.crisisprevention.com/>

Weapons Screening

<https://files.asprtracie.hhs.gov/documents/aspr-tracie-ta-metal-detector-use-in-hospitals-12-6-18-redacted.pdf>

Questions?

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Thank You All