

Background

- Workplace violence (WPV) in healthcare is a significant topic that has steadily gained exposure over the years.
- Workplace violence results in decreased job performance, feeling unsafe at their place of employment, increased absence, resulting in decreased patient care, and increased healthcare costs.
- **A limited centralized repository exists for healthcare organizations seeking out WPV policies.**

Purpose

The purpose of this project was to:

- Establish a repository of WPV policies to serve as a resource for healthcare organizations seeking to develop WPV policies.
- Identify best practices for developing a WPV policy at a major academic ambulatory medical center.
- Develop recommendations for a WPV toolkit for a large multi-system academic medical center in N.J.

Clinical Question

- In ambulatory care facilities, what workplace violence policies exist, and what are considered best practices for managing Type 2 violence?

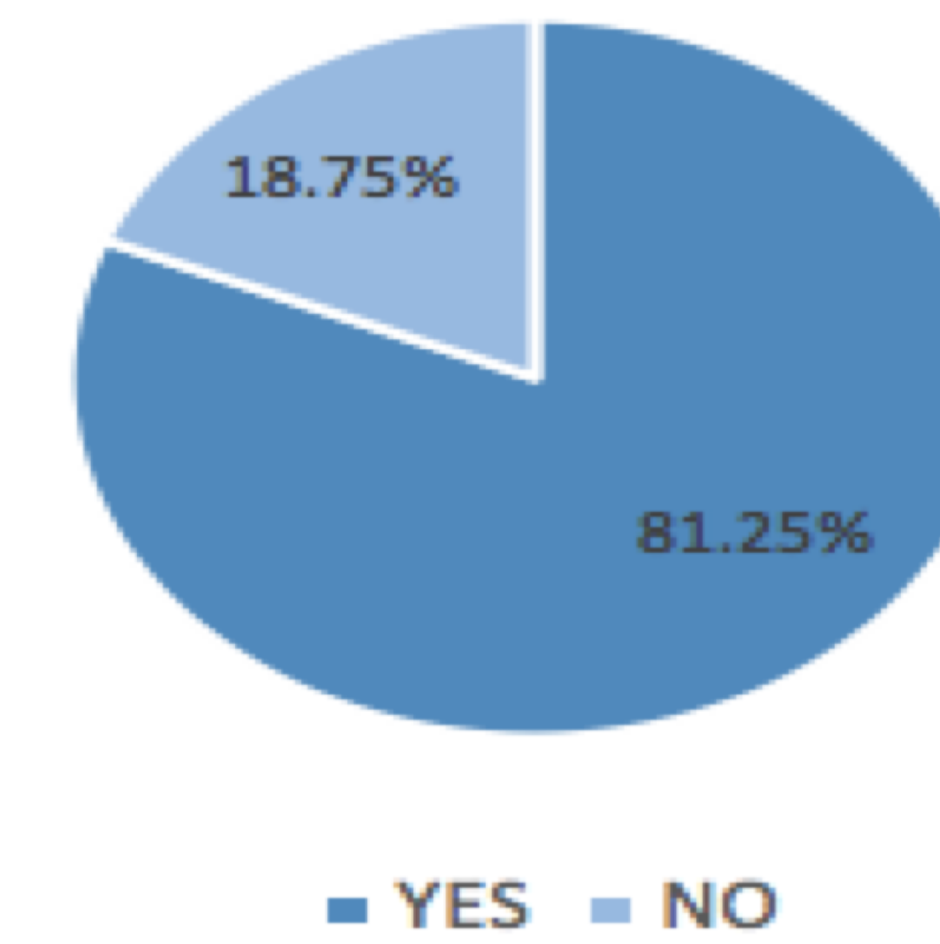
Methods

- Using a web-based search, healthcare facilities in the state of New Jersey were identified.
- Organizations were contacted via telephone and email.
- A survey focusing on WPV practice was distributed and completed by these organizations.
- A quantitative data analysis was utilized to identify current policies in practice.

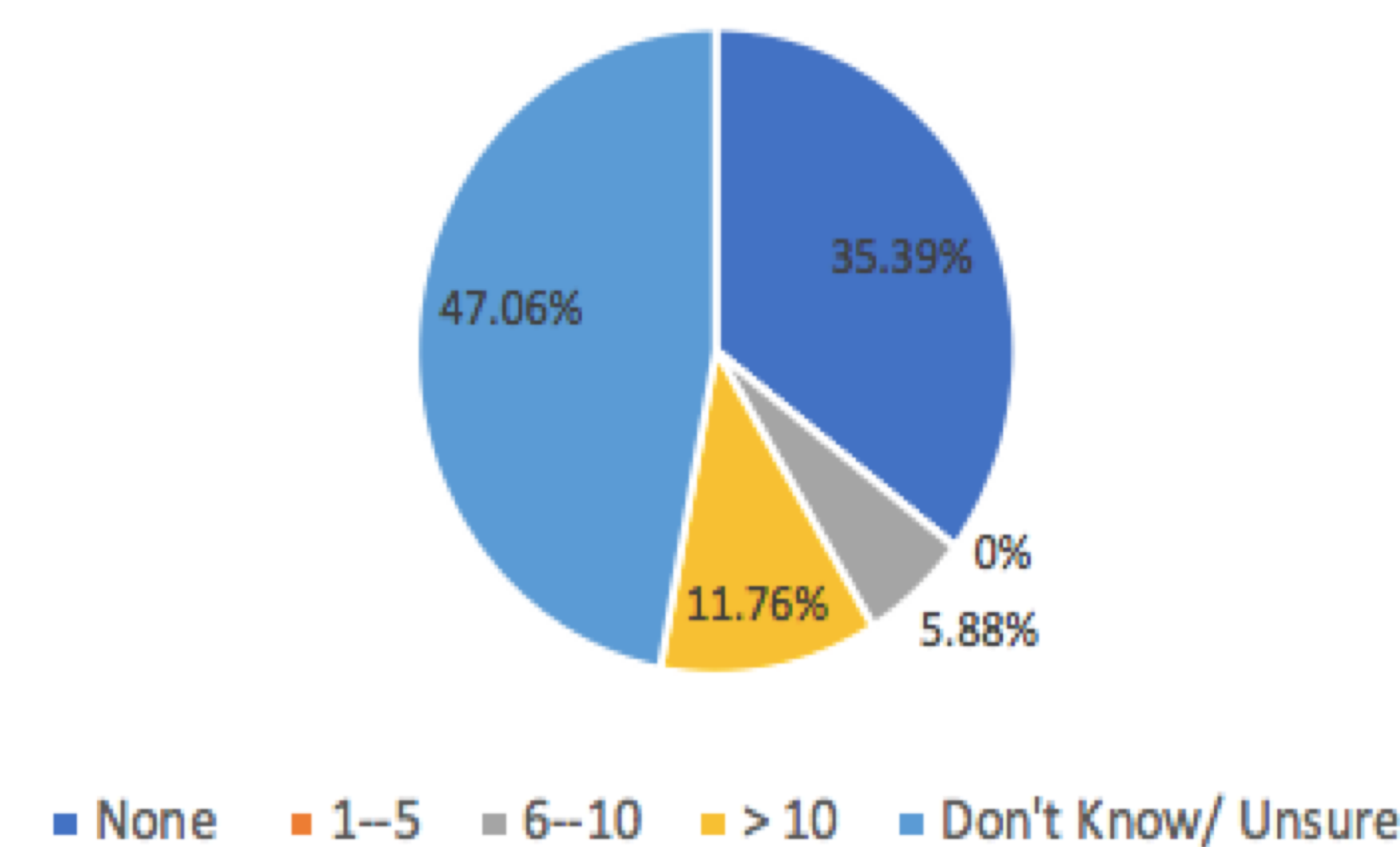
Survey questions:

- **Do you have a workplace violence policy?**
- **What is the definition of WPV at your institution?**
- **How many WPV incidents have been reported in the past year?**
- **Do you have a bill of rights for your employees?**
- **Does your healthcare staff take a course/ or offered education in WPV?**
- **Are environmental features considered?**
- **Is there an aggression management team who intervenes during actual events?**
- **What is the reporting system for an employee who experiences WPV?**
- **What is the security system of the facility?**
- **Is there a WPV team or task force?**
- **Is the policy the same for ambulatory and inpatient units?**

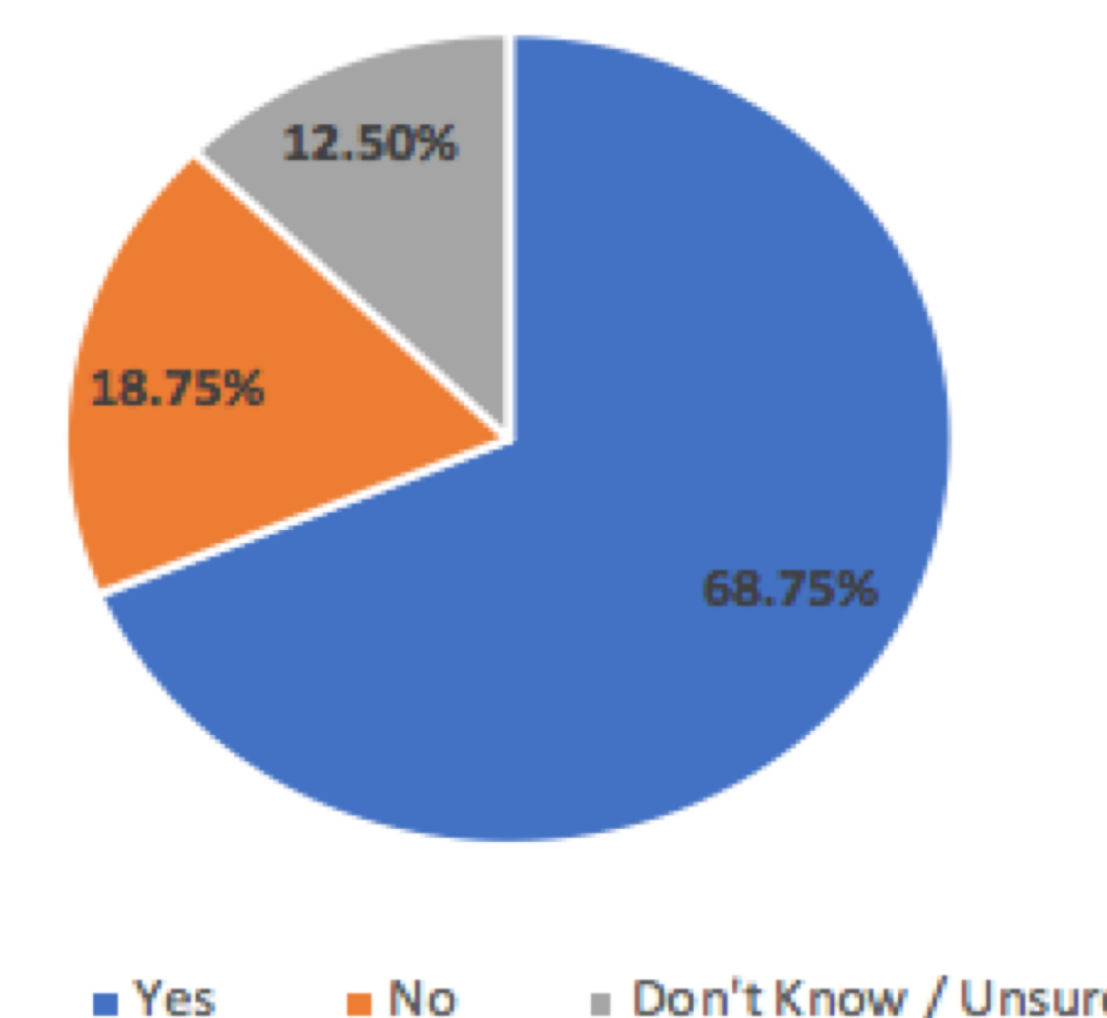
Do you have a workplace violence policy?



How many WPV incidents have been reported in the past year?



Does your healthcare staff take a course/ or offered education in WPV?



Results

35 surveys were opened and completed from August – November 2020. 2 facilities submitted WPV policies anonymously. Healthcare facilities were identified as hospital affiliated and free-standing ambulatory care facilities. The predominant theme from the survey response is that no universal WPV policy exists and each facility has implemented practices and procedures tailored to their specific environment and needs of their facility to prevent or mitigate WPV incidents.

Limitations

- Impact of Covid-19 Pandemic.
- Hospital affiliated ambulatory care facilities fell under the umbrella of hospital facility policy.
- Point of contact at facilities

Discussion

An effective and thorough WPV policies encourages a healthy work culture. Organizations considering the development of a WPV should consider incorporating the recommendations of a designated WPV task force, Incident reporting & Post incident analysis, Easy alert & alarm systems, Signage and Employee Bill of Rights, and WPV Education and Training protocols as an integral part on organizational policies. Future exploration of WPV policies and procedures for ambulatory healthcare facilities are needed.

References

- American Nurses Association. (2019). *Workplace violence*. <https://www.nursingworld.org/practice-policy/advocacy/state/workplace-violence2/>
- McPhaul, K., London, M., and Lipscomb, J. (2103). A Framework for Translating Workplace Violence Intervention Research into Evidence-Based Programs. *Online Journal of Issues in Nursing*, 18(1), 13 unnumbered pages–13 unnumbered pages. <https://doi.org/10.3912/OJIN.Voll8No01Man04>