WORKPLACE VIOLENCE IN HEALTHCARE 101

MDH PREVENT WORKPLACE VIOLENCE IN HEALTH CARE SETTINGS PUBLIC AWARENESS CAMPAIGN WORKGROUP
SEPTEMBER 29, 2022

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THE TYPES AND SCOPE OF WORKPLACE VIOLENCE IN HEALTHCARE

- **Definition**
- **Types & Effects**
- **WPV in the Pandemic**

The National Institute for Occupational Safety and Health defines **workplace violence** as "violent acts, including physical assaults and threats of assault, directed toward persons at work or on duty." Even if no physical injury takes place, threats, abuse, hostility, harassment, and other forms of verbal violence can cause significant psychological trauma and stress—and potentially escalate to physical violence.

TYPES OF WPV

Type 1: Criminal Intent

"**In Type 1 violence, the perpetrator** has no legitimate relationship to the business or its employees and **is usually committing a crime** in conjunction with the violence (robbery, shoplifting, trespassing). For example:

❖ a nurse assaulted in the hospital parking garage;

❖ a home health care nurse is mugged while conducting a home visit.

❖ In health care settings Type I violence occurs less frequently compared to other types of violence."

https://wwwn.cdc.gov/WPVHC/Nurses/Course/Slide/Unit1_5

TYPES OF WPV (CONT.)

Type 2: Customer / Client

"Type 2 violence is the most common in healthcare settings… (this includes) patients, their family members, and visitors, and.. (is often) referred to as **Client-on-Worker Violence.**

❖ Research shows that this type of violence occurs most frequently in emergency and psychiatric treatment settings, waiting rooms, and geriatric settings, but is by no means limited to these."

❖ Prevention of Type 2 violence is the primary focus of most healthcare WPV prevention trainings.

https://wwwn.cdc.gov/WPVHC/Nurses/Course/Slide/Unit1_5

TYPES OF WPV (CONT.)

Type 3: Worker-on-Worker

"**Type 3 violence between coworkers** is commonly referred to as **lateral or horizontal violence**.

❖ It includes **bullying,** and frequently manifests as verbal and emotional abuse that is unfair, offensive, vindictive, and/or humiliating though it can range all the way to homicide.

❖ Worker-on-worker violence is often directed at persons viewed as being "lower on the food chain" such as in a supervisor to supervisee or doctor to nurse though incidence of peer-to-peer violence is also common."

https://wwwn.cdc.gov/WPVHC/Nurses/Course/Slide/Unit1_5

TYPES OF WPV (CONT.)

Type 4: Personal Relationship

"In Type 4 violence, the **perpetrator has a relationship to the nurse outside of work that spills over to the work environmen**t.

❖ For example, the husband of a nurse follows her to work… and threatens her."

❖ AKA Domestic violence in the workplace

❖ This has implications for the nurse, and for coworkers and patients.

https://wwwn.cdc.gov/WPVHC/Nurses/Course/Slide/Unit1_5

TYPES OF WPV (CONT.)

Also Consider: Ideological Violence / Violent Extremism / Terrorism

❖ **"the threatened or actual use of illegal force and violence** by a non-state actor **to attain a political, economic, religious, or social goal** through fear, coercion, or intimidation."

❖ Example – a bomb threat to a Planned Parenthood

❖ Recent - anti-vax disruption at a vaccination event

https://www.start.umd.edu/pubs/START_IdeologicalMotivationsOfTerrorismInUS_Nov2017.pdf

THE EFFECTS OF WPV

❖ **Injuries to workers & patients**

❖ **Days away from work / lost time**

❖ **Decreases Employee and Patient satisfaction**

❖ **Negatively affects patient care** (Lipscomb, El Ghaziri, 2013)

❖ **Increases negative interactions with patients** (Lipscomb, El Ghaziri, 2013)

Lipscomb J. A., El Ghaziri M., 2013., Workplace Violence Prevention: Improving Front-Line Health-Care Worker and Patient Safety. Retrieved from: https://journals.sagepub.com/doi/abs/10.2190/NS.23.2.f

WPV DURING THE PANDEMIC

❖ American Nurses Foundation Pulse on the Nation's Nurses Survey Series: July 2022 Workplace Survey of 11,863 Nurses finds "Nurses not feeling heard, ongoing staffing and workplace issues contributing to unhealthy work environment": https://www.nursingworld.org/practice-policy/work-environment/health-safety/disaster-preparedness/coronavirus/what-you-need-to-know/covid-19-survey-series-anf-2022-workplace-survey/

❖ When asked whether they have experienced one or more incidents of bullying or incivility in the past year, 60% of nurses across all care settings reported "Yes"

❖ 29% reported having experienced at least one incident of physical workplace violence in the past year

RESOURCES TO PREVENT WORKPLACE VIOLENCE IN HEALTHCARE

- **OSHA**
- **The Joint Commission**

OSHA

❖ There is currently no OSHA Standard specific to violence in the workplace

❖ **The General Duty Clause,** OSH Act of 1970. Section 5. Duties

(a) Each employer –

"shall furnish to each of his employees' employment and a place of employment which are free from recognized hazards that are causing or are likely to cause death or serious physical harm to his employees"

https://www.osha.gov/laws-regs/oshact/section5-duties

OSHA (CONT.)

❖ **2016 Proposed Rule - Prevention of Workplace Violence in Healthcare and Social Assistance:** https://www.osha.gov/laws-regs/federalregister/2016-12-07

❖ **As of Fall 2021 – still in prerule stage, need to initiate SBREFA:** https://www.reginfo.gov/public/do/eAgendaViewRule?pubId=202110&RIN=1218-AD08

❖ **Federal Legislation r/t OSHA: H.R.1195 - Workplace Violence Prevention for Health Care and Social Service Workers Act – passed in the House:** https://www.congress.gov/bill/117th-congress/house-bill/1195/text

❖ **Federal Legislation r/t OSHA: S.4182 - Workplace Violence Prevention for Health Care and Social Service Workers Act – referred to H.E.L.P. Committee in May** https://www.congress.gov/bill/117th-congress/senate-bill/4182

OSHA RESOURCES

❖ **Guidelines for Preventing Workplace Violence for Healthcare and Social Service Workers (2016)** https://www.osha.gov/Publications/osha3148.pdf

❖ **Preventing Workplace Violence in Healthcare – online resources** https://www.osha.gov/dsg/hospitals/workplace_violence.html
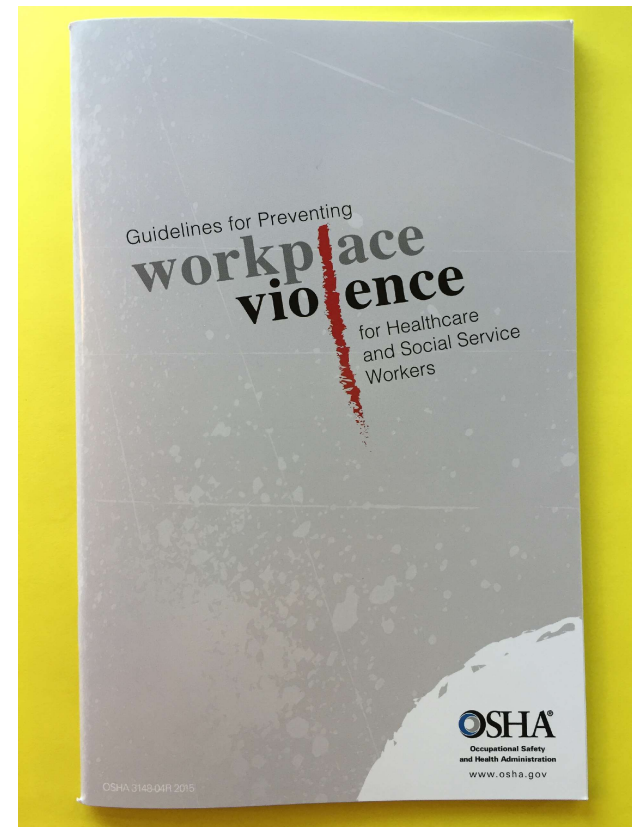
OSHA RECOMMENDS

Violence Prevention Programs

"The Building Blocks for developing an effective workplace violence prevention program include:

1. **Management Commitment and Employee Participation**

2. **Worksite Analysis**

3. **Hazard Prevention and Control**

4. **Safety and Health Training**

5. **Recordkeeping and Program Evaluation**"

https://www.osha.gov/Publications/osha3148.pdf

THE JOINT COMMISSION

The Joint Commission (TJC) enacted new Standards specific to workplace violence in January 2022: https://www.jointcommission.org/resources/patient-safety-topics/workplace-violence-prevention/

❖ Standard EC.02.01.01: The hospital manages safety and security risks

❖ Standard EC.04.01.01: The hospital collects information to monitor conditions in the environment

❖ Standard HR.01.05.03: Staff participate in ongoing education and training

❖ Standard LD.03.01.01: Leaders create and maintain a culture of safety and quality throughout the hospital.

❖ The new standards can be reviewed via the R3 document: https://www.jointcommission.org/-/media/tjc/documents/standards/r3-reports/wpvp-r3-30_revised_06302021.pdf

WORKPLACE VIOLENCE PREVENTION AT THE STATE LEVEL

- **WPV Laws Across the Country**
- **The Maryland WPV Law**

WPV LAWS ACROSS THE COUNTRY

States that require a workplace violence program: **CA, CT, IL, MD, MN, NJ, OR, WA. NY** is limited to public employers only

Reporting of incidents: **WA**

A **MD** *ID Tag and Badges* law has added staff protections by relaxing the requirement of using full names

Establish or increase penalties for assault of "nurses": **AL, AK, AR, AZ, CA, CO, CT, DE, FL, GA, HI, ID, IL, IA, KS, KY, LA, MS, MO, NE, NV, NM, NY, NC, OH, OK, OR, RI, SD, TN, TX, UT, VT, VA, WV, and WI**

Note: Some of the States are setting specific - the law applies only to the emergency department or mental health/psych. **FL, GA, HI, SC, SD, KY, OK** (apply to emergency departments only); mental health personnel (**KS**); public health personnel (**MS**)

THE MARYLAND WPV LAW

Chapter 510 (Senate Bill 483) approved May 2014

Labor and Employment – Nursing Homes and Health Care Facilities – Workplace Safety Assessment and Safety Program

Health Care Facilities / Nursing Homes shall:

❖ **Establish a Safety Committee**

❖ **Create a Safety Program**

❖ **Written policy**

❖ **Identify Hazards**

❖ **Reduce Risks**

❖ **Report and track WPV**

❖ **Regular Training**

https://www.mhaonline.org/docs/default-source/transforming-health-care/workplace-violence-prevention/state---senate-bill-483-chapter-law-510.pdf?sfvrsn=d57d60d_4

Advocating for a Safer Workplace

- **IMPORTANCE OF HEALTHCARE WORKER SAFETY & DATA REPORTING**

ADVOCATING FOR A SAFER WORKPLACE

❖ <u>**Healthcare Worker Safety is Equal in Importance to Patient Safety**</u>

❖ **"Hospitals and health systems must go beyond "patient" safety and foster a culture of safety for all, including the workforce. Integrating worker and patient safety means monitoring and reducing workplace violence and injury. Clinicians and staff cannot make the environment safer for patients if they do not feel safe and valued"**

Hospital Improvement Innovation Network (HRET and AHA)
http://www.hret-hiin.org/topics/culture-of-safety.shtml

ADVOCATING FOR A SAFER WORKPLACE (CONT.)

❖ **Workplace Violence is NOT Part of the job**

❖ Collect data & report WPV <u>just like you would report any other safety issue</u> (i.e., patient safety, use dashboards, etc.)

❖ WPV is currently <u>extremely under-reported</u>

❖ WPV prevention efforts will not improve until the full scope of the problem is recognized (squeaky wheel phenomena)