



## Workplace Violence Management in Healthcare

The Occupational Safety and Health Administration (OSHA) defines workplace violence as any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide. It can affect and involve employees, clients, customers, and visitors.

Written Policies and Procedures	Yes	No
Do you have a written policy for workplace violence in your organization?		
Has workplace violence been identified as a top priority?		
Do you have a written procedure on how your organization handles workplace violence incidents?		
Does your organization have a workplace violence committee?		
Does the organization have a process to review incidents?		
Is your organization zero or non-tolerance?		
Does the organization make visitors/patients and staff aware of standards?		
Other: Specify		
Joint Commission Standards	Yes	No
Does your organization currently follow the new and revised standards as of January 1 <sup>st</sup> , 2022, <sup>1</sup>		
E.C.02.01.01 - The hospital manages safety and security risks		
Do you conduct an annual worksite analysis?		
E.C.04.01.01 - The hospital collects information to monitor conditions in the environment		
Recorded and monitored?		
HR.01.05.03 - Staff participate in ongoing education and training		
Are violence prevention techniques used?		
Are education and training mandatory?		
LD.03.01.01 - Leaders create and maintain a culture of safety and quality throughout the hospital		
Is there a process for follow-up and support of victims?		
Other:		

<sup>1</sup> The Joint Commission. (2022) R3 Report: Workplace Violence Prevention Standards  
[https://www.jointcommission.org/-/media/tjc/documents/standards/r3-reports/wpvp-r3\\_20210618.pdf](https://www.jointcommission.org/-/media/tjc/documents/standards/r3-reports/wpvp-r3_20210618.pdf)

General Workplace Safety	Yes	No
Does your organization have a code for workplace violence incidents?		
Does your organization have any signage around workplace violence?		
High-risk areas?		
Main entrance or registration locations?		
Offsite locations? (if applicable)		
Do you have security officers involved in incidents?		
Does your organization involve local police departments?		
Are they aware of your internal policies?		
Does the organization flag any known aggressive patients?		
Notes:		

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