The HASC NAC joined the HASC Security Council for a discussion of workplace violence. Below are brief notes from the meeting that you may find useful.

1. Perform mock scenarios in Sim Labs to practice performance (include security).
2. Business code 1257.7 – you have 72 hours to report to Police Department. Anyone is allowed to report.
3. UCI has a debriefing form which they shared.
4. Torrance Memorial – has 3 levels called the “watcher program”. In the ED they use an orange blanket to clue staff that the patient has a history of violence.
   1. Rounds to observe
   2. Verbal communication
   3. Behavioral contract
5. It is the expectation that the organization tracks any person with history of workplace violence (patient or visitor). “Evaluation of visitors” – UCI keeps track of people who have caused trouble in the past.
6. To notify staff that there is a potential risk of violence against staff, some hospitals use a sign at the door. (STOP across a picture of a hand) This denotes that all staff should be wary. Useful for people who do not access the electronic health record: EVS/Volunteers etc.
7. Place Metal detectors at entrances.
8. Improve communication/de-escalation techniques; Sometimes staff say things that set staff off.
9. Use the language of Caring. Lead with your heart. “I am sorry you are in pain. I will get...” (Intervention doesn’t have to be medication, it could be non-pharmacologic. It could be that the nurse gets the physician etc.)
10. Use care conferences: Bedside staff/security/leadership/risk/family members. They meet to set a plan in place.
11. If there is a contract, maintain the contract. Security must be consistent.
12. Leverage student education into the situation. Prepare them for work reality in the Sim Lab.
13. Security to present at Nursing School sometime during the last semester to prepare students for reality.
14. Perform Safety Huddles – Do not do just one, do it after each event.
15. Do not hesitate to put restraining orders on visitors.
16. If staff notice that patient becomes agitated at a certain time. Have two security escort the patient out to the garden area at that specific time. Sunshine and greenery helps to soothe.
17. MOAB – the entire campus
18. Perform an Annual Assessment is in the law – 1299
19. Use “EVADE” – assess tiered approach
20. Improve nursing reporting: a culture of reporting is key to improvement.
21. Develop a Workplace Violence Committee – include HR/Risk/Clinical/Security
22. Use a clear belongings bag
23. Employ an Addiction Management Nurse – (1 in 4 patients have behavioral issues)
24. How to get Security to feel a part of the care team. How do they treat the employee? Include them in the huddles.
25. Relationship between Security and ED Manager is important