HOSPITALS AGAINST VIOLENCE

A Layered Approach to Workplace Safety

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Addressing Workplace Violence
in Health Care in 2025

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American Hospital Association

Introductions

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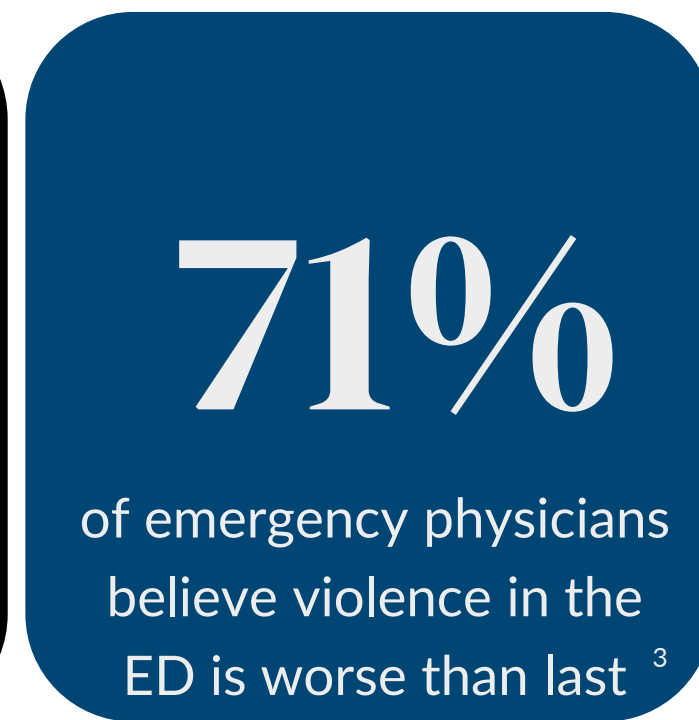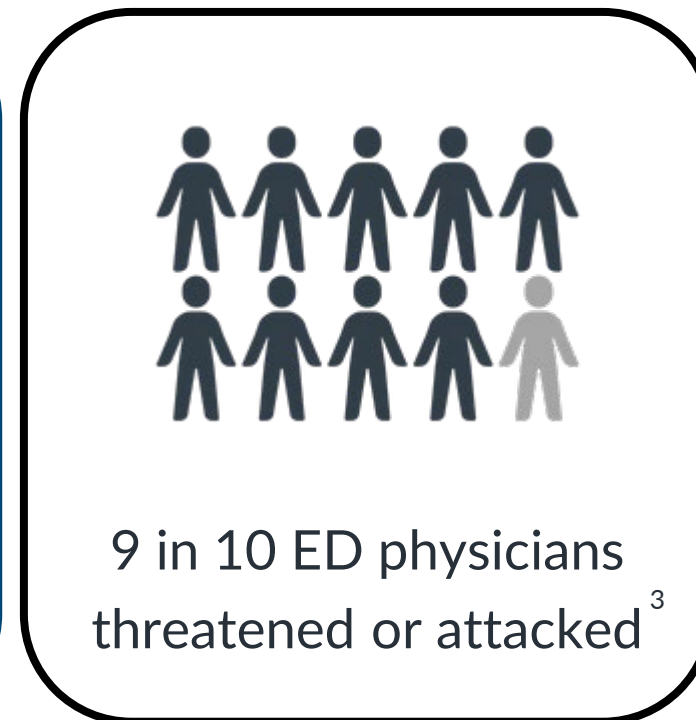
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Vail Health Behavioral Health

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The Persistent Problem of Workplace Violence

Every 32 minutes a nurse is assaulted [1]

5X More likely to experience violence [2]

9 in 10 ED physicians threatened or attacked [3]

71% of emergency physicians believe violence in the ED is worse than last [3] year

While there is no single solution to violence prevention, by stacking layers of protection, you can achieve a culture of safety for your organization.

Key Question: HOW?

1 (2022, September 8). On average, two nurses are assaulted every hour, new Press Ganey analysis finds. Press Ganey. Retrieved April 1, 2024, from https://www.pressganey.com/news/on-average-two-nurses-are-assaulted-every-hour-new-press-ganey-analysis-finds/ 2 Workplace Violence in Healthcare, 2018: U.S. Bureau of Labor Statistics (bls.gov) 3 American College of Emergency Physicians. ED Violence: Dangerous, Rising and Unacceptable. Jan. 2024. ACEP, Apr. 2024, https://www.acep.org/administration/ed-violence-stories/cover-page.

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Hospitals Against Violence

HAV Hospitals Against Violence

Join us for a national day of awareness to end violence

#HAVhope

American Hospital Association™ Advancing Health in America

In 2016, the AHA's Hospital Against Violence (HAV) initiative was created in recognition of the **growing public health threat posed by violence**. HAV supports AHA members and the health care field as they work to combat workplace and community violence by:

Providing educational offerings, tools and resources
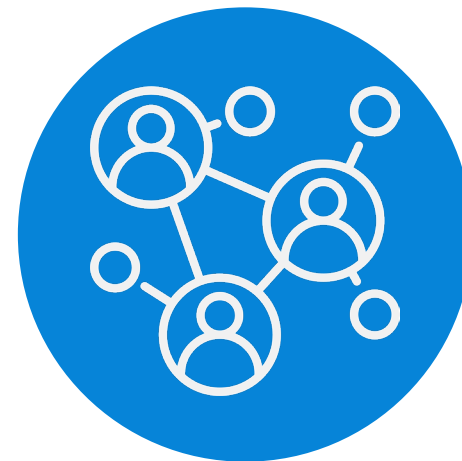
Identifying national partnerships or coalitions

Supporting data and information collection and research

Workforce and Workplace Violence Prevention

- Culture of Safety
- Mitigating Risk
- Violence Intervention
- Trauma Support

Community Violence

- Gun Violence Prevention
- Mass Violence Incidents

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Advancing Health in America

The HAV Framework

Fostering safety for your **workforce**, in your **workplace** and in your **community**.

BEHAVIORAL HEALTH
VAIL HEALTH

> ## THE CHALLENGE

As a growing clinic, VHBH expanded its offering to include a wider range of specialized care. With a different level of acuity in the patients served than originally anticipated, they began to look at solutions to increase safety clinic-wide.

ACCESS CASE STUDY

Historical Solutions to Mitigating Violence

De-escalation Training

Incident Reporting

Personal Safety Measures

Support and Counseling

Environmental Modifications

Zero Tolerance Policies

Collaborative Response Teams

Legal and Law Enforcement

Key Questions:

- Which prevention tactics are you utilizing to mitigate workplace violence?
- How effective are each of these individually?

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BEHAVIORAL HEALTH
VAIL HEALTH

> ### ANALYZING THE PROBLEM

Staff voicing the need for enhanced safety initiated a series of **internal assessments and consultations** with local law enforcement and security experts. Project leaders were assigned to find a safety solution that was **wearable, discreet, and allowed staff to immediately summon help** when traditional protocols were not effective or appropriate.
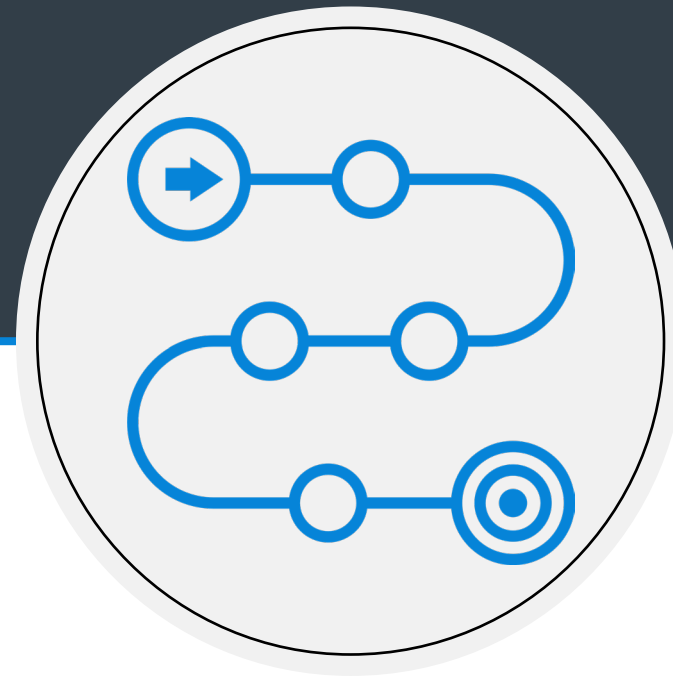
ACCESS CASE STUDY

Adaptation and Implementation

Analyze

Plan

Implement

Continuous Improvement

Key Questions:

- How do you identify and account for the unique security needs within your organization?

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Data Driven Decision Making

Trends based on CENTEGIX data collected

45% of alerts sent due to aggressive behavior being displayed

Hallways were top location duress alerts were triggered

1-3PM is when the highest number of incidents occur on average

Key Questions:

- Where and when do WPV incidents or near-misses take place?
- What do staff say triggers an increase in aggressive incidents?
- How long does it take for help to arrive when it's needed?
- What other trends can you spot in your incident data?

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![Behavioral Health Vail Health logo]

THE SOLUTION

Post-implementation, Vail Health has seen significant improvements in **staff confidence** and their feelings around **workplace safety**. The team welcomed the new system, feeling empowered by the **instant, silent communication** it provided.

ACCESS CASE STUDY

Encouraging Widespread Adoption
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When selecting new technology, consider how staff will respond to the solutions. Balancing staff safety with employee receptiveness is critical for adoption, and minimizes the risk of triggering additional concerns within the workforce.

Key Questions:

- How do you plan to promote wide-scale adoption of prevention methods?
- Are there features within the technology being considered that would hinder adoption?

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