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Situation Analysis

Health care workers are five times more likely to experience workplace violence than employees in other fields. Dartmouth Health conducted an in-depth security assessment in 2024, identifying vulnerabilities in staffing, training and physical plant.

Project Goals

- Implement comprehensive, common strategies and approaches to violence prevention.
- Improve systemwide data collection and reporting on the occurrence and scope of violent incidents at Dartmouth Health facilities.
- Standardize policies, procedures, training and equipment to improve use of resources and the response time addressing issues.
- Track organizational adoption and spread of best practices, through continuous observation and feedback.

Actions Taken

- Adopted toolkit to standardize behavior management of disruptive patients. Toolkit includes:
 - Workflow for behavior management and patient dismissal.
 - Tools and templates for letters, care plans, communications and documentation.
 - Links to organizational policies and procedures.
- Began implementing AVADE as the systemwide violence prevention and de-escalation education and training program.
- Updated occurrence reporting system with agreed-upon definition of workplace violence: "Acts of intentional or unintentional verbal aggression, physical aggression or threatening behavior experienced in the workplace."
- Hired additional security staff to respond to searches and duress calls.

Positive Outcomes

- Decreased number of reported incidents of physical assault and abuse.
- Reduced injuries related to violence.
- Helped increase nurse retention rates.

For detailed information, visit:

www.aha.org/center/next-generation-leaders-fellowship