

RURAL **HEALTH** WORKSHOP

# Developing a Violence Prevention Program: One Size Does Not Fit All



# Speakers

- Anjanette Hebert, CHPA, CHEP,
  - VP of Healthcare
  - PalAmerican Security



- Glenn Eiserloh, CHSP
  - Risk Consultant
  - LHA Trust Funds/HSLI/The Physicians Trust



# Speakers

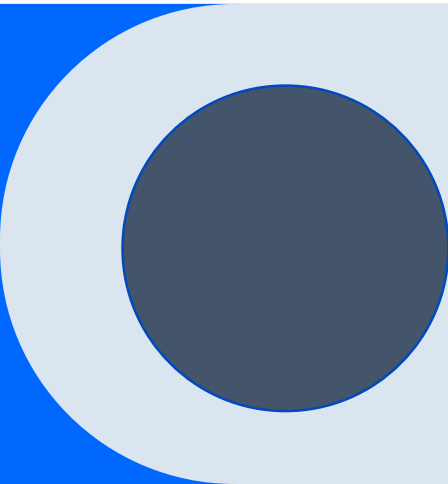
- Crystal Mitchel, MSN, eMBA, BS, RN, CENP
  - Chief Clinical Officer/VP of Growth & Development
  - Southern EVALS





# Developing a Workplace Violence Program:

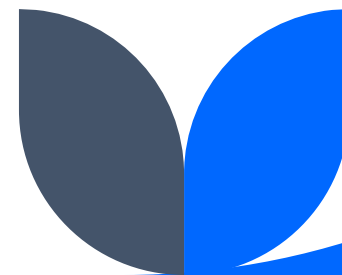
*One Size Does Not Fit All*



*Glenn Eiserloh, Sr. Risk Consultant, LHA Trust Funds*  
*Crystal Mitchell, COO, Southern EVALS*  
*Anjanette Hebert, VP Healthcare, PalAmerican Security*

# Learning Objectives

- How to promote culture of safety within your organization
- Engaging the right stakeholders
- Conducting security assessments to inform program development



# WPV in Healthcare is not new



“ Acts of violence against nurses and healthcare professionals must not be tolerated under any circumstances and employers have an obligation to ensure the safety of their employees. This includes healthcare institutions which are becoming increasingly violent, dangerous places to work ...Sadly many do not even feel safe to report their experiences.”



President of American Nurses  
Association

*Jennifer Mensik Kennedy, PhD, MBA,  
RN*

# What is Workplace Violence?

TJC defines Workplace Violence as “an act or threat occurring at the workplace that can include any of the following: verbal, nonverbal, written, or physical aggression; threatening, intimidating, harassing, or humiliating works or actions; bullying; sabotage; sexual harassment; physical assaults; or other behaviors of concern involving staff, licensed practitioners, patients, or visitors





# Audience Engagement

*Are you aware of the recent regulations and law pertaining to Workplace Violence?*

- TJC WPV Standards
- **La. R.S. 40:2199.11 through 2199.19**

# Louisiana's New Law

## The Lynne Truxillo Act requires facilities to:

- **post certain cautionary signage**
- **conduct annual training on preventing workplace violence**
- **maintain and develop workplace violence prevention plans**
- **report acts of workplace violence**
- **prohibit retaliation against employees who report acts of violence**
- **establish a system for assessing and minimizing risks of violence**
- **establish a system for responding to violence**

**We Respect You.  
Please Respect Our Staff.**

Abuse of or workplace violence  
against healthcare staff will not be  
tolerated and could result in a  
**FELONY** conviction under R.S. 14:38 or  
other applicable criminal laws.



A photograph showing a woman in a black t-shirt being held back by another woman in a white patterned top. The woman in black has her hands raised in a defensive or aggressive posture. The background is a plain, light-colored wall.

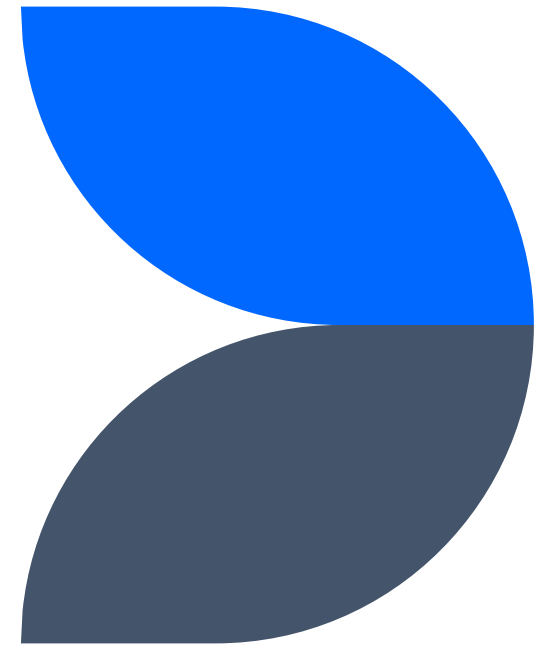
**In Louisiana it is now a felony to assault or commit a battery on:**

- **emergency room personnel**
- **emergency services personnel**
- **a health care professional**

**AND**

**It is a crime to unlawfully disrupt the operations of a health care facility.**

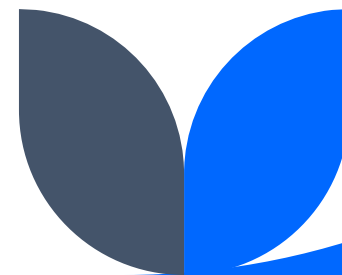
# The TJC Requirements



# Overview of New Requirements

- No new standards
  - Three **new** elements of performance (EPs)
  - Two **revised** EPs

**Effective January 1, 2022**

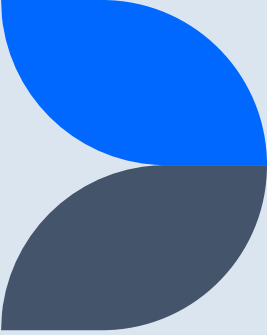


# Where WPV Standards Reside

- Environment of Care Chapter
  - EC.02.01.01: The hospital manages safety and security risks
  - EC.04.01.01: The hospital collects information to monitor conditions in the environment.
- Human Resources Chapter
  - HR.01.05.03: Staff participate in ongoing education and training
- Leadership Chapter
  - LD.03.01.01: Leaders create and maintain a culture of safety and quality throughout the hospital.



# Creating Your WPV Program

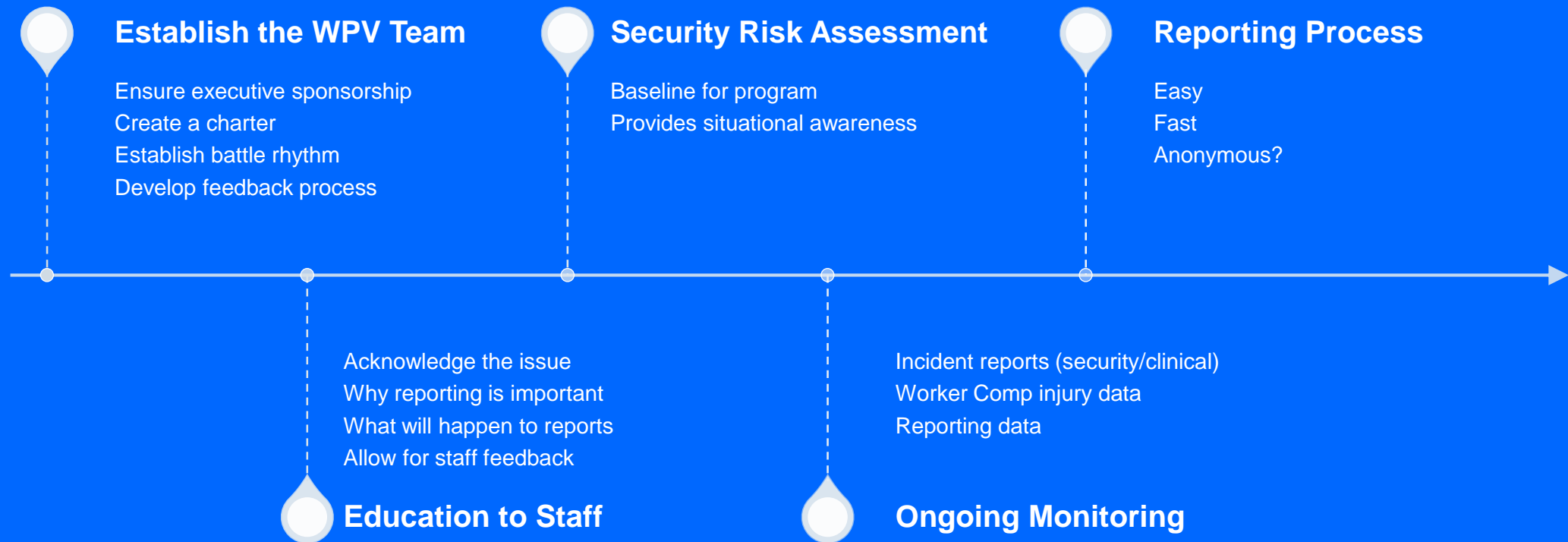




# Audience Engagement

*How can I accomplish this with such a small staff?*

# The Process



# Areas of focus

## Build the Culture

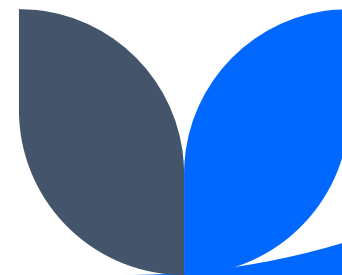
Educate the staff

- Acknowledge current reality
- Why reporting is critical
- What will be done with data
- Introduce the team

## Do the Assessment

Baseline assessment is necessary to create action plan

Annual assessments track progress



# Summary Questions

- How many acts of violent or aggressive behavior reported per month?
- How easy is it to report an act of violence or aggression?
- Are reports reviewed (debriefing) and discussed with staff?
- Are actions taken to mitigate the risk of violence?
- Are staff trained in de-escalation? All staff? Why or why not?
- Has your facility completed a security & threat assessment?

# Resources

<https://ldh.la.gov/page/workplace-violence>

<https://www.jointcommission.org/resources/patient-safety-topics/sentinel-event/sentinel-event-alert-newsletters/sentinel-event-alert-issue-45-preventing-violence-in-the-health-care-setting/>

<https://www.aha.org/fact-sheets/2022-06-07-fact-sheet-workplace-violence-and-intimidation-and-need-federal-legislative>

<https://www.osha.gov/healthcare/workplace-violence>

<https://www.aha.org/news/headline/2023-06-02-aha-podcast-protecting-health-care-workers-being-targets-violence>

**Questions?**

# We want to hear from you!

<https://www.surveymonkey.com/r/RCYLXYT>



# RURAL HEALTH WORKSHOP

**Breakout Sessions: 11:00 a.m. – 12:00 p.m.**

