

Workplace Violence Toolkit – Section 5

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Step 8 (continued from Section 3)

Hazard Control and Prevention

Introduction

The overall approach to controlling and preventing workplace violence in health care is described in **Section 1**.

Solutions and strategies reported in research literature and by health care organizations including, those in the WSI project, demonstrate that implementation strategies must be carefully planned and used in combination.

A combination of engineering and administrative controls is primarily used within a WPV program to control and prevent the risk of violence:

Tools that support content in this Section

- 5a. WPV Risk assessment tool
 - 5b. WPV Incident report
 - 5c. Management of Difficult Behavior Flow Chart
 - 5d. Code Grey debrief form
 - 5e. Example of hospital signage about WPV
 - 5f. Job description contract security officer
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- **Engineering controls** such as,
 - Physical and environmental safety and security measures e.g., controlled access to buildings and patient care units, and monitored surveillance systems
 - Design of the physical environment to
 - provide barrier protection for staff, and allow for quick access to assistance and egress;
 - Reduce risk of furniture and equipment being used as weapons;
 - Create a less stressful environment for patients and visitors
- **Administrative controls** such as,
 - Identifying, tracking and managing patients/visitors at high risk for violence
 - Violence reporting and incident response processes
 - Post incident management and incident investigation
 - Policy and procedures for employee groups who are at higher risk for exposure to violence e.g., employees working alone or in secure areas
 - Proactive safety and security audits and security rounding
 - Education and training for employees including protective behavior training (de-escalation)

A well written zero-tolerance WPV policy and supporting procedures, that is actively enforced, followed, and maintained, provides the foundation and assists to facilitate the effectiveness of solutions to control and prevent WPV.

The following *Sections* in this toolkit, provide more information about developing and implementing strategies to control and prevent workplace violence:

- **Section 3: Step 8 Developing solutions to address and control hazards**
- **Section 4: Developing the WPV Program Plan**
- **Section 6: Education and Training**
- **Section 7: Implementing the program**

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This Section provides a list of existing resources with links to tools where possible, that will assist you to develop solutions and strategies to address WPV in your health care facility.

Examples of tools developed by the hospitals in the WSI project are also provided as resources.

Physical and Environmental Safety and Security Measures

Tool 3a. Gap analysis tool and **Tool 3f. Safety and security assessment checklist**, provide examples of solutions to control and prevent WPV.

Refer to **Section 9** for references and resources related to Facilities Design i.e., standards and guidelines that address employee and patient security and safety needs, when designing and building behavioral health, emergency and other departments within health care facilities.

References and Resources Related to this Section – Other

Association for Healthcare Security & Safety (IAHSS). <http://www.iahss.org/>

- **HealthCare Security Industry Guidelines 2016.**

Caring for Our Caregivers. Preventing Workplace Violence: A Road Map for Healthcare Facilities (December 2015). Occupational Safety and Health Administration (OSHA). <https://www.osha.gov/Publications/OSHA3827.pdf>

Developing Workplace Violence and Harassment Policies and Programs: A Toolbox (2010). Workplace violence prevention series. Occupational Health and Safety Council of Ontario (OHSCO). <http://www.wsps.ca/Information-Resources/Topics/Violence-Harassment.aspx>

Elements of a Best Practice Violence Prevention Program for BC Healthcare (2005). The Occupational Health and Safety Agency for Healthcare in BC (OHSAB). http://www.heu.org/sites/default/files/uploads/2008_healthsafety/OHSAH%20Violence_Prevention_Guide.pdf

Emerging Health Care Concern: Preventing Workplace Violence

Presentation on Workplace Violence

https://www.jointcommission.org/assets/1/6/PreventingWPV_081816.pdf

Guidelines for Preventing Workplace Violence for Health Care and Social Service Workers (2015). U.S. Department of Labor Occupational Safety and Health Administration (OSHA) Publication 3148-04R. <https://www.osha.gov/Publications/osh3148.pdf>

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Healthcare Facility Workplace Violence Risk Assessment Tools (2014). American Society for Healthcare Risk Management (ASHRM).

<http://www.ashrm.org/ashrm/education/programs/Workplace-Violence/index.shtml>

Improving Patient and Worker Safety: Opportunities for Synergy, Collaboration and Innovation (2012). Joint Commission, & Joint Commission. Oakbrook Terrace, IL: The Joint Commission,171.

<https://www.jointcommission.org/assets/1/18/TJC-ImprovingPatientAndWorkerSafety-Monograph.pdf>

Preventing and Managing Violence in the Workplace (2009). Registered Nurses Association Ontario, Canada (RNAO). <http://rnao.ca/sites/rnao->

[ca/files/Preventing_and_Managing_Violence_in_the_Workplace.pdf](http://rnao.ca/sites/rnao-ca/files/Preventing_and_Managing_Violence_in_the_Workplace.pdf)

Prevention and management violence and aggression in health services (2017 2nd edition). Worksafe Victoria, Australia.

https://www.worksafe.vic.gov.au/_data/assets/pdf_file/0006/210993/ISBN-Prevention-and-management-of-violence-and-aggression-health-services-2017-06.pdf

Workplace Violence Risk Assessment Toolkit for Acute Care (2017). The Public Services Health and Safety Association (PSHSA), Ontario, Canada.

<http://www.pshsa.ca/wp-content/uploads/2017/05/VPRASAEN0417-Workplace-Violence-Risk-Assessment-Acute-Care-Toolkit-V1.1-2017.04.25.pdf>

Caring for Our Caregivers. Preventing Workplace Violence: A Road Map for Healthcare Facilities (December 2015). Occupational Safety and Health Administration (OSHA).

<https://www.osha.gov/Publications/OSHA3827.pdf>

Improving patient and worker safety: opportunities for synergy, collaboration and innovation (2012). Joint Commission, & Joint Commission. Oakbrook Terrace, IL: The Joint Commission,

171. <https://www.jointcommission.org/assets/1/18/TJC-ImprovingPatientAndWorkerSafety-Monograph.pdf>

Book

Hospital and Healthcare Security, Sixth Edition (March 10, 2015). Tony W York and Don MacAlister. Butterworth-Heinemann; Elsevier. Oxford, UK

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[Webinars \(can be accessed free of charge\)](#)

WIHI: Workplace Violence in Health Care Can't Be the Norm (August 10, 2017). Institute for Healthcare Improvement / National Patient Safety Foundation. Cambridge, Massachusetts: Institute for Healthcare Improvement.

<http://www.ihl.org/resources/Pages/AudioandVideo/WIHI-Workplace-Violence-in-Health-Care-Can't-Be-the-Norm.aspx>

Hospitals Against Violence: Reducing Health Care Violence by Innovative Training and Valuable Partnerships (June 2017). American Organization of Nurse Executives (AONE).

<http://www.aone.org/resources/Reducing-Health-care-Violence-by-Innovative-Training-and-Valuable-Partnerships>

Identifying and Tracking Patients/Visitors at High Risk for Violence

References and Resources Related to this Section – Articles

Assessing the risk of violence: Development and validation of the Brøset Violence Checklist (2008). Thesis. Almvik, R. Norwegian University of Science and Technology.

Development of a data collection instrument for violent patient encounters against healthcare workers. (2012). Kowalenko, T., Hauff, S., Morden, P. et al. *Western Journal of Medicine* 13(5):429-33.

Mental health-related risk factors for violence: using the evidence to guide mental health triage decision making (2012). Sands, N., Elsom, S., Gerdtz, M., & Khaw, D. *Journal of Psychiatric and Mental Health Nursing*, 2012, 19(8), 690-701.

Screening for violence risk in military veterans: predictive validity of a brief clinical tool (2014). Elbogen, E.B., et. al. *Am J Psychiatry*. Jul;171(7):749-57.

The Brøset violence checklist (BVC) (2002). Woods, P., & Almvik, R. *Acta Psychiatrica Scandinavica*, 106(s412), 103-105.

The Brøset violence checklist: clinical utility in a secure psychiatric intensive care setting (2010). Clarke, D. E., Brown A. M., & Griffith, P. *Journal of psychiatric and mental health nursing*, 17(7), 614-620.

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The validity and reliability of the Violence Risk Scale: A treatment-friendly violence risk assessment tool (2006). Wong, Stephen C. P.; Gordon, Audrey Psychology, Public Policy, and Law, Vol 12(3), Aug 2006, 279-309. <http://psycnet.apa.org/doi/10.1037/1076-8971.12.3.279>

Use of a violence risk assessment tool in an acute care hospital: effectiveness in identifying violent patients (2006). Kling, R. et. al. AAOHN Journal 54(11) 481-487.

Understanding aggressive behaviour across the lifespan (2013). Liu, J., Lewis, G., & Evans, L. Journal of Psychiatric and Mental Health Nursing, 20(2), 156-168.

Usefulness of Aggressive Behaviour Risk Assessment Tool for prospectively identifying violent patients in medical and surgical units (2012). Kim, S. C., Ideker, K., & Todicheeney-Mannes, D. Journal of advanced nursing, 68(2), 349-357.

References and Resources Related to this Section – Other

Association of Threat Assessment Professionals www.atapworldwide.org/

A non-profit membership association including mental health professionals, law enforcement, corporate safety specialists, lawyers, probation officers, and others concerned with threat and violence risk assessment. Topic areas include threats, stalking, and homeland security.

Completing the Violence/Aggression Assessment Checklist (VAAC) for Emergency Departments(ED) or Emergency Medical Services (EMS). (2016). Public Services Health and Safety Association (PSHSA). Toronto, Ontario, Canada.

https://www.pshsa.ca/wp-content/uploads/2013/02/VAACEtoo_instruction.pdf.pdf

Directive 2010-053 – Patient Record Flags (2010). Veterans Health Administration.

<https://www.va.gov/vhapublications/>

High Risk Screening. Emergency Nurses Association. <https://www.ena.org/practice-research/Practice/>

Individual Client Risk Assessment Toolkit for Health Care Settings 2017. Public Services Health and Safety Association (PSHSA). Toronto, Ontario, Canada.

<http://www.pshsa.ca/wp-content/uploads/2017/05/VPRASEEN0417-ICRA-Toolkit-Resource-Manual-V1.1-2017.04.25-Final.pdf>

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Minnesota Department of Health

Prevention of Violence in Health Care Toolkit

<http://www.health.state.mn.us/patientsafety/preventionofviolence/toolkit.html>

Risk Identification

- [Broset Tool Utilization - Article \(PDF\)](#)
- [HealthEast Threat - Assessment Worksheet \(PDF\)](#)
- [St. Cloud - Environmental Checklist Screenshot \(PDF\)](#)

Risk assessment made easy The Bröset Violence Checklist (BVC) 2015. PowerPoint presentation. Roger Almvik, Dr. Philos.

<http://restraintreductionnetwork.org/wp-content/uploads/2015/06/10-Roger-Almvik-2015.pdf>

Prevention and Management Violence and Aggression in Health Services (2017 2nd edition).

Worksafe Victoria, Australia.

https://www.worksafe.vic.gov.au/_data/assets/pdf_file/0006/210993/ISBN-Prevention-and-management-of-violence-and-aggression-health-services-2017-06.pdf

The University of Nebraska Public Policy Center "Threat Assessment Glossary" (2013).

Bulling, D, & Scalora, M. Paper 123. <http://digitalcommons.unl.edu/publicpolicypublications/123>

Threat assessment in action Psychologists are leaders in the growing field of threat assessment, working with law enforcement and security professionals to prevent violence before an attacker strikes (2014). Miller, A., American Psychological Association. Monitor Staff February 2014, Vol 45, No. 2 Print version: page 37.

<http://www.apa.org/monitor/2014/02/cover-threat.aspx>

Violence Reporting Procedures

Information about Oregon OSHA recordkeeping requirements related to WPV related workplace injuries can be found in **Tool 2d: Analyzing Injury Data and Direct Injury Costs**

References and Resources Related to this Section – Articles

Reporting violence to a health care employer: A cross-sectional study (2005). Findorff, M. J. et. al. AAOHN Journal, 53(9), 399-406.

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Development of a data collection instrument for violent patient encounters against healthcare workers (2012). Kowalenko, T., Hauff, S., Morden, P. et al. Western Journal of Medicine 13(5):429-33.

Workplace violence in the emergency department: giving staff the tools and support to report (2015). Stene, J., Larson, E., Levy, M., et al. The Permanente Journal. 19(2)113-117.
https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4403590/pdf/permj19_2pe113.pdf

Measures for incident reporting of patient violence and aggression towards healthcare providers: A systematic review (2015). Campbell, C. L., Burg, M. A., & Gammonley, D. Aggression and violent behavior, 25, 314-322.

References and Resources Related to this Section – Other

California Hospital Association

Workplace Violence Prevention Resources

<https://www.calhospital.org/workplace-violence-prevention>

- [Workplace Violence Incident Case Number Assignment Form](#)
- [Violent Incident Log](#)
- [Violent Incident Reporting](#)

Confidential Incident Report Forms. U.S. Department of Labor Occupational Safety and Health Administration (OSHA).

<https://www.osha.gov/SLTC/etools/hospital/hazards/workplaceviolence/confidentialreportform.html>

Johns Hopkins Safe-at-Work Program

- [Johns Hopkins Continuum of Disruptive Behaviors at Work](#)

Minnesota Department of Health

Prevention of Violence in Health Care Toolkit

<http://www.health.state.mn.us/patientsafety/preventionofviolence/toolkit.html>

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Accurate and Concurrent Reporting

- [Development of a Data Collection Instrument Article \(PDF\)](#)
- [Injury Severity Levels \(PDF\)](#)
- [Incident Types \(PDF\)](#)
- [St. Cloud - Aggressive Incident Dashboard FY11-FY14 \(Excel\)](#)
- [St. Cloud - Aggressive Incident Dashboard Template \(Excel\)](#)
- [Suggested Data Collection Elements \(PDF\)](#)

Sample Safety Event Form. Emergency Nurses Association. Sample incident report filled out with example responses. This resource is part of the Association’s Workplace Violence Toolkit. https://www.ena.org/docs/default-source/resource-library/practice-resources/toolkits/workplaceviolencetoolkit.pdf?sfvrsn=6785bc04_30

Workplace Violence Incident Report Form. Civil Service Employees Association, Local 1000, AFSCME, AFL-CIO. <https://cseany.org/wp-content/uploads/2013/02/Incident-Report.pdf>

Workplace Violence Prevention Program Guidelines. New York State Department of Labor Appendix 2 contains a Workplace Violence Incident Report. <http://tinyurl.com/q6x5t3s>

Incident Response (includes Active Shooter Resources)

Refer to **Section 4** for additional WPV policy related resources.

References and Resources Related to this Section – Articles

A co-operative inquiry into generating, describing, and transforming knowledge about de-escalation practices in mental health settings (2016). Berring, L. L., Hummelvoll, J. K., Pedersen, L., & Buus, N. *Issues in mental health nursing*, 37(7), 451-463.

Coping with violence in mental health care settings: patient and staff member perspectives on de-escalation practices (2016). Berring, L. L., Pedersen, L., & Buus, N. *Archives of psychiatric nursing*, 30(5), 499-507.

De-escalation techniques for managing aggression (2016). Spencer, S., & Johnson, P. *The Cochrane Library*. <http://onlinelibrary.wiley.com/doi/10.1002/14651858.CD012034/pdf>

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Key components of de-escalation techniques: A thematic synthesis (2012). Price, O., & Baker, J. International journal of mental health nursing, 21(4), 310-319.

Management of the Violent Patient in the Emergency Department (2017). Monograph. Boulger et. al. Relia. AHCMedia.

<https://www.ahcmmedia.com/articles/140623-management-of-the-violent-patient-in-the-emergency-department>

Predictors of effective de-escalation in acute inpatient psychiatric settings (2016). Lavelle, M., Stewart, D., James, K., Richardson, M., Renwick, L., Brennan, G., & Bowers, L. Journal of clinical nursing, 25(15-16), 2180-2188.

Reducing Violence in the Emergency Department: A Rapid Response Team Approach (2014). Kelley, E.C. Journal of emergency nursing, 40(1), 60-64.

The assessment and management of the violent patient in critical hospital settings (2013).

Tishler, C. L., Reiss, N. S., & Dundas, J. (2013). General hospital psychiatry, 35(2), 181-185.

<http://www.health.state.mn.us/patientsafety/preventionofviolence/assessmanageviolentpatientarticle.pdf>

Verbal de-escalation of the agitated patient: consensus statement of the American Association for Emergency Psychiatry Project BETA De-escalation Workgroup (2012).

Richmond, J. S., et. al. Western Journal of Emergency Medicine, 13(1), 17.

Searchable book

Strategies to De-escalate Aggressive Behavior in Psychiatric Patients (2016). Gaynes, B. N., et. al. <https://www.ncbi.nlm.nih.gov/books/NBK379399/>

References and Resources Related to this Section – Other

The Agency for Healthcare Research and Quality (AHRQ)

- **AHRQ Webinar: Reducing Workplace Violence with TeamSTEPPS® (2016)**
<https://www.ahrq.gov/teamstepps/events/webinars/dec-2016.htm>

California Hospital Association

Workplace Violence Prevention Resources

<https://www.calhospital.org/workplace-violence-prevention>

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- [Disruptive Behavior Algorithm](#)
- **Disruptive Behavior Guidelines – Assessment, Intervention, Documentation**
https://www.calhospital.org/sites/main/files/file-attachments/disruptive_behavior_guidelines.pdf

Code White- Psychiatric Emergency (2013). CAMH Centre for Addiction and Mental Health,
<http://bidders.camhx.ca/Code%20White%20%E2%80%93%20Caution%20%E2%80%93%20Threatening%20Person%20with%20Weapon.pdf>

Code White Review (2014). PowerPoint Presentation. Adult Mental Health, London Health Science Centre, Ontario, Canada
http://www.lhsc.on.ca/Research_Training/Student_Affairs/orientation/CodeWhiteLHSCDecember2015.pdf

De-Escalation Tips. Crisis Prevention Institute. (2015).
<https://www.crisisprevention.com/Resources/Knowledge-Base/De-escalation-Tips>

Emergency Department Security and Safety (2011). Sanson, T, & Tavernero, T. American College of Emergency Physicians.
https://www.acep.org/uploadedFiles/ACEP/Meetings_and_Events/Educational_Meetings/EDDA/Phase_II/17%20Sanson%20-%20ED%20Safety%20and%20Security.pdf

Gentle Persuasion Approach: A Nurse’s Experience Caring for Persons with Responsive Behaviours in the Acute Care Setting (2013). PowerPoint Presentation. Lee Ringer, RN MN GNC (C). Regional Geriatric Program, St. Michael’s Hospital.
www.mountsinai.on.ca/education/continuing-education-and.../lee-ringer-119.pdf

Guidelines Code White: A Component of Prevention and Management of Aggressive Behaviour in Healthcare (2009). Worksafe BC. <http://www.phsa.ca/Documents/Occupational-Health-Safety/GuideGuidelinesCodeWhiteResponse.pdf>

Minnesota Department of Health

Workplace Violence Prevention Resources

<http://www.health.state.mn.us/patientsafety/preventionofviolence/toolkit.html>

Treatment Plans

- [St. Cloud - Unique Treatment Plan Policy \(PDF\)](#)
- [St. Cloud - Unique Treatment Plan Policy and Example \(PDF\)](#)

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Incident Response

- [Assessment and Management of Violent Patient - Article \(PDF\)](#)
- [Enhancing Safety in Behavioral Emergency Situations - Article \(PDF\)](#)
- [Essentia Health - Response Policy \(PDF\)](#)
- [HealthEast - Behavioral Emergency Code Green Presentation \(PDF\)](#)
- [Metro Compact - Incident Response Team Make-Up \(PDF\)](#)
- [Metro Compact - Sample Incident Response Form \(PDF\)](#)
- [St. Cloud - Acronyms for De-escalation \(PDF\)](#)
- [St. Cloud - Active Threat Response Plan \(PDF\)](#)
- [St. Cloud - Active Threat Situation Presentation \(PDF\)](#)
- [St. Cloud - Lockdown Procedures \(PDF\)](#)
- [St. Cloud - Patient Belongings and Room Search Policy \(PDF\)](#)
- [Verbal De-escalation on the Agitated Patient - Article \(PDF\)](#)

Preventing HealthCare Workplace Violence Toolkit (2017). Washington State Hospital Association, Seattle, WA. www.WSHA.org.

Prevention and Management of Aggressive Behaviour (PMAB) - Fraiser Health
<http://www.fraserhealth.ca/media/Prevention and Management of Aggressive Behaviour-PMAB-April2008.pdf>

Secure Rooms and Seclusion Standards and Guidelines: A Literature and Evidence Review (2012). BC Ministry of Health, British Columbia, Canada.
<http://www.health.gov.bc.ca/library/publications/year/2012/secure-rooms-seclusion-guidelines-lit-review.pdf>

Sentinel Event Alert 56: Detecting and treating suicide ideation in all settings. February 24, 2016. The Joint Commission. https://www.jointcommission.org/sea_issue_56/

Top 10 De-Escalation Tips. Crisis Prevention Institute. (2016).
<http://resources.crisisprevention.com/CPIs-Top-10-De-Escalation-Tips.html?code=EBIT01DT&src=Resources>

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U.S. Department of Veterans Affairs

- [Prevention and Management of Disruptive Behavior - Training overview and basic information](#)
- [Preventing Patient Violence in VA Health Care](#) (2.6 MB, PDF) on pages 14-15 in Vanguard magazine.

Active Shooter Preparedness

Refer to Section 6 Education and Training for video resources

3 Echo: concept of operations for early care and evacuation of victims of mass violence (2014). Autrey, A., Hick, J., Bramer, K., et al. Prehospital Disaster Medicine. 29(4):421-8.

Active Shooter and Intentional Mass-Casualty Events: The Hartford Consensus II. Bulletin of the American College of Surgeons.

<http://bulletin.facs.org/2013/06/improving-survival-from-active-shooter-events/#.WjMttU0iz8o>

Active shooters in health care settings: prevention and response through law and policy (2014). Hodge, J. G., & Nelson, K. The Journal of Law, Medicine & Ethics, 42(2), 268-271.

Active Shooter Drill Materials. Hospital Association of Southern California.

<http://www.hasc.org/active-shooter-drill-resources>

Active Shooter Planning and Response in a Healthcare Setting (2017). Healthcare and Public Health Sector Coordinating Council. [https://www.fbi.gov/file-](https://www.fbi.gov/file-repository/active-shooter-planning-and-response-in-a-healthcare-setting.pdf)

[repository/active-shooter-planning-and-response-in-a-healthcare-setting.pdf](https://www.fbi.gov/file-repository/active-shooter-planning-and-response-in-a-healthcare-setting.pdf)

Active Shooter Response Toolkit (2015). Healthcare Staff Training. MCHC and Hillard Heintze

<http://www.aha.org/content/16/2015mchcactiveshooterresource.pdf>

Active Shooter: Tools/Resources. New York State Health Emergency Preparedness Coalition

<https://www.urmc.rochester.edu/emergency-preparedness/preparedness-and-response-tools-resources/active-shooter.aspx>

Hospital Code Silver Activation; Active Shooter Planning Checklist. California Hospital Association.

<https://www.calhospitalprepare.org/post/hospital-code-silver-activation-active-shooter-planning-checklist>

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Improving Survival from Active Shooter Events: The Hartford Consensus (2013). Jacobs, L., McSwain, N., Rotondo, M., et al. The National Association of Emergency Medical Technicians.

Incorporating Active Shooter Incident Planning into Health Care Facility Emergency Operations Plans (2014). U.S. Department of Health and Human Services.

www.phe.gov/preparedness/planning/Documents/active-shooter-planning-eop2014.pdf.

The Active Shooter Response Toolkit for Healthcare Workers (2016). Lisa Terry, CHPA, CPP. HC PRO. <https://hcmarketplace.com/active-shooter-response-toolkit>

The Joint Commission

Work Place Violence Resources

https://www.jointcommission.org/workplace_violence.aspx

- **Active Shooters in the Hospital Setting** – PowerPoint Presentation
https://www.jointcommission.org/assets/1/6/wpv_Active_Shooters_Hospital_setting.pdf
- **Active Shooters in the Hospital Environment** – PowerPoint Presentation
https://www.jointcommission.org/assets/1/6/wpv_DOH_active_shooter_presentation_Mar_25.pdf
- **Emergency Management Resources - Security/Violence/Active Shooter (July 2016)**
https://www.jointcommission.org/emergency_management_resources_violence_security_active_shooter/

Quick Safety: Preparing for Active Shooter Situations (July 2014). The Joint Commission
https://www.jointcommission.org/assets/1/23/Quick_Safety_Issue_Four_July_2014_Final.pdf

Minnesota Department of Health

Work Place Violence Resources

<http://www.health.state.mn.us/patientsafety/preventionofviolence/toolkit.html>

- [Mille Lacs - Active Shooter Policy \(PDF\)](#)

United States Active Shooter Events from 2000 to 2010: Training and Equipment Implications (2013). Blair, J.P. and Martaindale, M.H. School of Criminal Justice. Texas State University
<https://www.urmc.rochester.edu/MediaLibraries/URMCMedia/flrtc/documents/ActiveShooterEvents.pdf>

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Policy & Procedures for Addressing Violence Risk with Specific Patient Populations

References and Resources Related to this Section – Articles

Aggressive behavior in children and adolescents (2011). Zahrt, D.M., and Melzer-Lange, M.D. Pediatrics in Review August 2011, 32(8).

Enhancing safety in behavioral emergency situations (2012). Pestka, E. L., Hatteberg, D. A., Larson, L. A., Zwygart, A. M., Cox, D. L., & Borgen Jr, E. E. Medsurg nursing, 21(6), 335

Interventions to reduce the risk of violence toward emergency department staff: current approaches (2016). Ramacciati, N., Ceccagnoli, A., Addey, B., Lumini, E., & Rasero, L. Emergency Medicine: OAEM, 8, 17. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4886301/>

Stop the escalation before it begins by using the pediatric Behavior Response Team protocol (2012). Adkins-Bley, K., Shaw, B. K., Smith, J., & McMyler, E. Journal of healthcare risk management, 32(1), 30-33.

References and Resources Related to this Section – Other

Behavioral health resources for the emergency department. California Hospital Association
<http://www.calhospital.org/emergency-department-toolkit>

Care of the Psychiatric Patient in the Emergency Department (2130). White Paper
https://www.ena.org/docs/default-source/resource-library/practice-resources/white-papers/care-of-psychiatric-patient-in-the-ed.pdf?sfvrsn=3fc76cda_6

Screening Tools for Older Adults in the Emergency Care Setting (May 2017) Emergency Nurses Association. https://www.ena.org/docs/default-source/resource-library/practice-resources/topic-briefs/screening-tools-for-older-adults-in-the-emergency-care-setting.pdf?sfvrsn=979a0c8f_10

Violent Behavior in Children and Adolescents (2015). American Academy of Child and Adolescent Psychiatry.
http://www.aacap.org/AACAP/Families_and_Youth/Facts_for_Families/FFF-Guide/Understanding-Violent-Behavior-In-Children-and-Adolescents-055.aspx

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WorkSafe BC.

- **Dementia: Understanding Risks and Preventing Violence (2010).**
http://www.worksafebc.com/publications/health_and_safety/by_topic/assets/pdf/bk125.pdf
- **Working with Dementia patients**
<http://www2.worksafebc.com/Publications/Multimedia/Videos.asp?ReportID=35664>

Post Incident Management and Incident Investigation

References and Resources Related to this Section – Articles

Personal resilience as a strategy for surviving and thriving in the face of workplace adversity: a literature review (2007). Jackson, D., Firtko, A., & Edenborough, M. Journal of advanced nursing, 60(1), 1-9.

References and Resources Related to this Section – Other

The Agency for Healthcare Research and Quality (AHRQ)

- **Learn from Defects Tool CUSP Toolkit**
<https://www.ahrq.gov/professionals/education/curriculum-tools/cusptoolkit/toolkit/learndefects.html>

California Hospital Association

Workplace Violence Prevention Resources

<http://www.calhospital.org/resource/workplace-violence-prevention-resources>

- [Investigation of Workplace Violence Incidents](#)

ED Workplace Violence Project Plan: Post-Incident Response Program. Emergency Nurses Association. <https://www.ena.org/practice-research/Practice/ViolenceToolkit/Documents/ENAActionplan16.doc>

Workplace Violence Toolkit – Section 5

Guidelines for Preventing Workplace Violence for Health Care and Social Service Workers (2015). U.S. Department of Labor Occupational Safety and Health Administration (OSHA) Publication 3148-04R. <https://www.osha.gov/Publications/osha3148.pdf>

Worksafe BC

www.worksafebc.com

- Incident investigations in health care: Focusing on change instead of blame (2012).
- Incident investigation case example: Violence (2012)

Minnesota Department of Health

Workplace Violence Prevention Resources

<http://www.health.state.mn.us/patientsafety/preventionofviolence/toolkit.html>

- [Policy - Support for Staff Involved in Violent Incidents \(PDF\)](#)
- [Violent Incident Staff Aftercare Checklist \(PDF\)](#)

The Role and Management of Security Staff

References and Resources Related to this Section – Articles

A data-driven model for estimating industry average numbers of hospital security staff (2015). Vellani, K. H., Emery, R. J., & Reingle, J. G. Journal of healthcare protection management: publication of the International Association for Hospital Security, 31(1), 51-63.

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Security personnel practices and policies in US hospitals: findings from a national survey (2016). Schoenfisch, A. L., & Pompeii, L. A. Workplace Health & Safety, 64(11), 531-542.

Security customer services: the tangibles and intangibles (2014). Bailey J.O. Journal of Healthcare Protection Management. Vol. 30 (1), 73-76.

Should you outsource your hospital's security services? Some things to consider (2014). DiNapoli, David V; Journal of Healthcare Protection Management, 30(1): 46-54.

The changing face of hospital security: re-tooling for the future (2013). Luizzo, A & Scaglione, B.J. Journal of Healthcare Protection Management, 29(1): 1-7.

The TASERs Are Coming, the TASERs Are Coming—Conducted Electrical Weapons: Tools to Manage and Prevent ED Violence? (2014). Lefton, C. Journal of Emergency Nursing, 40(2),174–176.

The 15 most common types of hospital security officer training (October 2017). Campus Safety. <https://www.campussafetymagazine.com/hospital/the-15-most-common-types-of-training-for-hospital-security-officers/>

References and Resources Related to this Section – Other

California Hospital Association

Workplace Violence Prevention Resources

<http://www.calhospital.org/resource/workplace-violence-prevention-resources>

- [Hospital Guard Review Form](#)

Minnesota Department of Health

Workplace Violence Prevention Resources

<http://www.health.state.mn.us/patientsafety/preventionofviolence/toolkit.html>

- [Essentia Health - Security Management Policy \(PDF\)](#)

Membership organizations: Safety and Security That offer a variety of publications

ASIS International <https://www.asisonline.org/>

Organization for security professionals worldwide.

Workplace Violence Toolkit – Section 5

Association for Healthcare Security & Safety (IAHSS). <http://www.iahss.org/>

- HealthCare Security Industry Guidelines 2016.
- Journal of health care protection management

The International Association of Professional Security Consultants (IAPSC)

<https://iapsc.org/tag/hospital-security/>

Campus Safety magazine- Journal and other publications.

<https://www.campussafetymagazine.com>