

Guiding Hospitals in Workplace Violence Prevention



4x

Workplace violence is
4x more common in
healthcare settings



47%

of emergency physicians
have been physically
assaulted at work



70%

of emergency nurses
report being hit and
kicked on the job



\$2.7b

Annual cost of
hospital response
efforts nationwide

Violence in Healthcare

Workplace violence has high costs for hospitals—both in terms of lives impacted and resources spent. Nearly 50% of emergency physicians have been assaulted at work and 70% of emergency nurses report being hit and kicked on the job. Response efforts cost hospitals across the U.S. \$2.7 billion in a single year.

New and Revised Joint Commission Requirements

The Joint Commission revised its standards that provide a **framework for hospitals** to develop effective workplace violence prevention systems.

Prevention Act

The **Illinois Health Care Violence Prevention Act** went into effect on January 1, 2019 to combat attacks against workers across healthcare settings—where workplace violence is four times more common.

Guidance on Compliance

IHA Business Resources, through our Workers' Compensation Loss Control programs, offers guidance to hospital and health system leaders on compliance with the State law. Under the law, hospitals must have a workplace violence prevention program in place that complies with the Occupational Safety and Health Administration (OSHA) guidelines for preventing workplace violence.



To learn more, please contact:
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Our team of professionals—focused exclusively on Illinois healthcare—offers responsive and tailored expertise to help reduce exposures and control potential loss.

Requirements

Your hospital's or health system's workplace violence prevention program must document in your policies or procedures that:

- ▶ Management cannot discourage healthcare workers from exercising their right to contact law enforcement to file a report because of workplace violence; and
- ▶ Healthcare workers must notify the hospital within three days of contacting or filing a report with law enforcement in regards to workplace violence.

The State law outlines specific responsibilities and procedures for healthcare providers and law enforcement to more effectively ensure the safety of healthcare workers while providing care for “committed persons,” e.g., persons in the criminal justice or juvenile justice systems.

Additional Steps

Here's what else hospitals must do to maintain compliance:

- ▶ **Display a notice** stating that verbal aggression will not be tolerated and physical assault will be reported to law enforcement.
- ▶ **Offer immediate post-incident services** for healthcare workers directly involved in a workplace violence incident caused by patients or their visitors.
- ▶ **Document the Workplace Violence Incident Types** outlined in OSHA's Workplace Violence for Healthcare Worker document. We recommend these violence types be documented in your insurance company's or Third-Party Administrator's claims program.
- ▶ **Document management's commitment** and healthcare worker participation within the program, e.g., employee participation in the workplace violence prevention committee.

- ▶ **Document that a worksite analysis** with identification of potential hazards was conducted.
- ▶ **Reflect the methods of hazard prevention** and controls in place to prevent workplace violence.
- ▶ **Document safety and health training** for all healthcare workers related to workplace violence.
- ▶ **Have a recordkeeping mechanism** with an evaluation of the violence prevention program.
- ▶ **Establish protocols** for receipt of a committed person for treatment in collaboration with a Custodial Agency.
- ▶ **Ensure that the Custodial Agency** bringing in a committed person notifies the hospital of any significant medical, mental health, recent violent actions or other safety concerns regarding the patient and brings in the most comprehensive medical records possible.
- ▶ **Ensure that the Custodial Agency** provides at least one guard trained in custodial escort of high-risk committed persons and attest to such training.
- ▶ **Ensure that restraints** not be used if it impedes medical treatment.
- ▶ **Ensure that visitation** is limited to the approved institutional visitors list subject to the rules and procedures of the hospital and that visitors submit to the search of their person and personal property.
- ▶ **Ensure that no shackles**, waist shackles or leg irons be used for any pregnant female prisoners who are in labor.

Our Experts Are Here to Help

IHA's Workers' Compensation Loss Control experts are here to help you meet all the requirements outlined above. We know that compliance matters not only to your hospital's bottom line but to the patients you serve and the healthcare workers who depend on a safe work environment.