Checklist of Suggested Prevention Strategies for Workplace Violence on Hospital Units

ENVIRONMENTAL

ENTRIES/EXITS
☐ Are there enough exits and adequate routes of escape?
☐ Can exit doors be opened only from the inside to prevent unauthorized entry?
☐ Is access to work areas only through a reception area?
☐ Are reception and work areas designed to prevent unauthorized entry?
☐ Are there security guards at the entrances and/or exits of the unit?
☐ Are there metal detectors at the entrances of the unit?

WORK AREA HAZARDS
☐ Are waiting and work areas free of objects that could be used as weapons?
☐ Are chairs and furniture secured to prevent use as weapons?
☐ Is furniture in waiting and work areas arranged to prevent employees from becoming trapped?
☐ Are hallways and work areas clear of obstacles that block pathways?

WORKPLACE DESIGN
☐ Could someone hear a worker call for help?
☐ Is there appropriate lighting used in patient areas? (brightly lit, dim during sleeping times)
☐ Is there an appropriate noise level in patient areas?
☐ Can workers observe patients or clients in waiting areas and rooms from their work stations?
☐ Are patient or client areas designed to maximize comfort and minimize stress?
☐ Are there employee-only work areas that are separate from public areas?
☐ Is a secure place available for employees to store their personal belongings?
☐ Are private, locked restrooms available for staff?

SECURITY MEASURES
☐ Are emergency phone numbers programmed into phones? (i.e. security)
☐ Do workers have easy access to telephones?
☐ Are there security cameras in the unit?
☐ Are there functional alarms/panic buttons?

ADMINISTRATIVE

POLICIES RELATED TO WORKPLACE VIOLENCE
☐ Is a "zero tolerance" policy for violence clearly communicated to both employees and patients through verbal or posted cues?
☐ Is there a written workplace violence prevention program in your facility?
☐ Is there someone responsible for the violence prevention program to ensure that all managers, supervisors, and employees understand their obligations?
☐ Are there emergency procedures in place for violent events?
☐ Are there well-communicated consequences for employees who engage in Type III violence?
☐ Are workers instructed to report suspicious or threatening activity?
☐ Are workers encouraged to report violent incidents?

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SAFETY PROCEDURES
☐ Is there someone responsible for building security?
☐ Are there trained security personnel accessible to workers in a timely manner?
☐ Are workers told who is responsible for security?
☐ Is there adequate staffing available at all times to protect or aid workers against assaults or other violence?
☐ Is there a "buddy system" for when workers are in potentially dangerous situations?
☐ Do security personnel have sufficient authority to take all necessary action to ensure worker safety?

STAFFING
☐ Do workers have at least one other employee on the unit with them on each shift?
☐ Is there adequate staffing for transfers, emergency situations, and extra-role work tasks? (taking time away from routine patient care)
☐ Are there regular visiting hours with proper monitoring/number of staff at these times?

WORK ROUTINES AND RESOURCES
☐ Is there a system in place for sharing limited equipment?
☐ Are there specific, communicated guidelines in place for "float staff" (e.g. respiratory therapists) and how staff should share the facility with them?
☐ Are incidents of workplace violence reviewed?

BEHAVIORAL

STAFF KNOWLEDGE
☐ Are workers informed about incidents of workplace violence on their unit?
☐ Are workers up to date on ethical and legal issues for workplace violence?
☐ Are workers made aware of unit policies for violence as they are updated?

STAFF SKILLS
☐ Are workers trained to respond to violent situations involving patients?
☐ Are workers trained in ways to prevent or defuse potentially violent situations?
☐ Are workers trained in personal safety and self-defense?
☐ Are workers trained in conflict resolution?
☐ Are workers trained in the emergency response plan (for example, escape routes, notifying the proper authorities)?
☐ Are workers trained to report violent incidents or threats?

STAFF PROFESSIONAL BEHAVIOR
☐ Are there trained employees who could mediate conflict between coworkers?
☐ Are workers trained to promote respectful treatment among coworkers?

OTHER STRATEGIES:

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ACTION PLAN:

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Who:

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When (Time Plan):

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Contact Person: **Email:**