<u>Violence in Healthcare</u>
<u>Prevention and Mitigation Recommendations</u>

1**. Clearly Disseminated Zero Tolerance Policy Toward any Form of Violence (signage and patient education).**
(Emergency Nurses Association Institute for Emergency Nursing Research, 2010); (Department of Justice, Critical Incident Response Group, National Center for the Analysis of Violent Crime, FBI Academy, 2002).

2. **Flagging of Patient Charts, for patients who have a History of Violence in the Healthcare Setting.**
(Department of Justice, Critical Incident Response Group, National Center for the Analysis of Violent Crime, FBI Academy, 2002); (Occupational Safety and Health Administration, 2004); (Joint Programme on Workplace Violence in the Health Sector, International Labour Office, International Council of Nurses, World Health Organization, Public Services International, 2002).

3. **Training of Staff in Recognizing and Managing Potential and Actual Violence.**
(Department of Justice, Critical Incident Response Group, National Center for the Analysis of Violent Crime, FBI Academy, 2002); (Occupational Safety and Health Administration, 2004).

4. **Management Commitment and Staff Involvement** in prevention activities such that employees feel that staff safety is as important as patient safety. (Occupational Safety and Health Administration, 2004).

5. **Streamlining and Simplifying the Violence Reporting Process-** (Emergency Nurses Association Institute for Emergency Nursing Research, 2010); (Occupational Safety and Health Administration, 2004).

6. **Comprehensive Follow up Care for Staff Members who have been assaulted.**
(Department of Justice, Critical Incident Response Group, National Center for the Analysis of Violent Crime, FBI Academy, 2002); (Occupational Safety and Health Administration, 2004); (Joint Programme on Workplace Violence in the Health Sector, International Labour Office, International Council of Nurses, World Health Organization, Public Services International, 2002).

<u>Additional Recommendations</u>

Security Presence
Visitors must sign in
Badge in to Department
Locked Triage Space
Locked Psych Area
Visitor Tags
Secured Staff Areas
Decreasing Wait Times
Work Site Analysis
Cameras