

Objective

To provide employees of Genesis with information pertaining to the growing prevalence of workplace violence in America including the Joint Commission response to the crisis and the actions taken drive safety through the prevention of workplace violence.

Background

Workplace violence is defined as: “any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide.” (OSHA, 2022)

Actions Taken

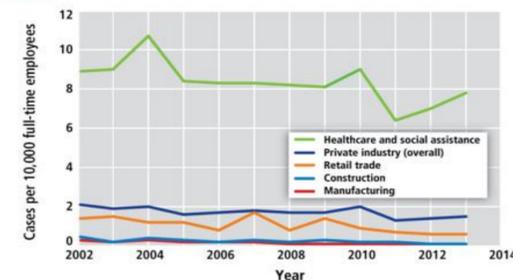
- Development of a Workplace Violence Taskforce
- Implementation of the “Code A” process along with staff education
- Improved reporting and analysis of security incidents
- Electronic Flag
- No trespass
- Implementation of a stronger de-escalation response process
- Increase in Security Workforce to provide 24/7 ED waiting room coverage
- Prominent “No Violence” Signage
- Ballistic glass around ED registration

Using the Code A Process To Mitigate Workplace Violence

Jennifer Stender, BSN, RN, CRRN, CPHQ
Quality Safety Specialist, Genesis

Metrics

Violent Injuries Resulting in Days Away from Work, by Industry, 2002–2013



Data source: Bureau of Labor Statistics data for intentional injuries caused by humans, excluding self-inflicted injuries.

Genesis Assaults (Midas Employee Injury Data)	
Fiscal Year	Number of Assaults
2018	43
2019	38
2020	84
2021	64
2022	93
2023	226

Genesis Code “A” checklist – **Privileged and Confidential**

Date(s) of event: _____ Time: _____ Unit: _____
 Individual Name: _____ Individual DOB: _____ FIN: _____
 Individual type: Patient Visitor Other: _____

Section #1 Current Event. (Completed by Employee with leader / designee)

Completed by Name: _____

Narrative (Include pertinent clinical history / contributing factors.)

Action	Yes	No	Unk	Notes:
Physical Assault				
Verbal threats / Harassment				
Trespass / Order of Protection				Issued: _____ Expiration: _____
Arrest / Police report				
Property damage				

ATTENTION GENESIS

- **NO THREATS.**
- **NO VERBAL ABUSE.**
- **NO PHYSICAL VIOLENCE OF ANY KIND.**

YOU MAY FACE CRIMINAL PENALTIES IF YOU THREATEN, ENDANGER, OR HARM A HEALTH CARE WORKER.

Next Steps

- Installation of additional video monitors at hospital entrances
- Develop alert process for departments who do not utilize Cerner
- Evaluate hours of police presence in Emergency Departments
- Implementation of Broset Violence Checklist

Analysis

- Increasing violence across the industry with highest prevalence in hospitals, emergency departments and long-term care facilities
- Hospital / ED nurses are the most common victims of assault
- Disrupts care and consumes hospital resources that may impact the care of other patients
- Multidisciplinary focus has created awareness throughout Genesis leading to increased reporting.

