



1

Objectives

- Define Workplace Violence
- Awareness of Current State of Workplace Violence in Healthcare
- Impact on Workforce, patients and visitors
- Prevalence and trends
- Risk Factors
- Examples in Post Acute Care
- Strategies to Protect our Guardians

2

Workplace Violence ... According to



World Health Organization

“ Incidents where staff are abused, threatened, or assaulted in circumstances related to their work including:

- Commuting to and from work
- Involving an explicit or implicit challenge to their
 - Safety
 - Well-being, or
 - Health”

3

And the Workplace?

- A place where a person performs their job
- Office
- Parking Lot
- Home
- Healthcare Setting



4

Some Data

- [What's behind an alarming rise in violent incidents in health care facilities | PBS News Weekend](#)

Healthcare workers are **five times** as likely to experience workplace violence as other workers



5

More Data

[Workplace Violence in Healthcare, 2018 : U.S. Bureau of Labor Statistics \(bls.gov\)](#)

2018- healthcare workers accounted for **73%** of all non-fatal workplace injuries due to violence

- 71% were female
- 64% were 25-54 years of age
- 21% required 3 to 5 days away from work
- And another 20% required more than 31 days away from work

6



Defining an attack on Healthcare

- Any act of verbal or physical violence or obstruction or threat of violence that interferes with the:
 - availability,
 - access and
 - delivery
 of curative and/or preventive health services during emergencies.

Types of attacks vary across contexts and can range from violence with heavy weapons to psychosocial threats and intimidation.

7



Attack on Healthcare Initiative

- <https://www.who.int/activities/stopping-attacks-on-health-care>

In 2022, over 1000 confirmed attacks



Data collection
Evidence of Attacks

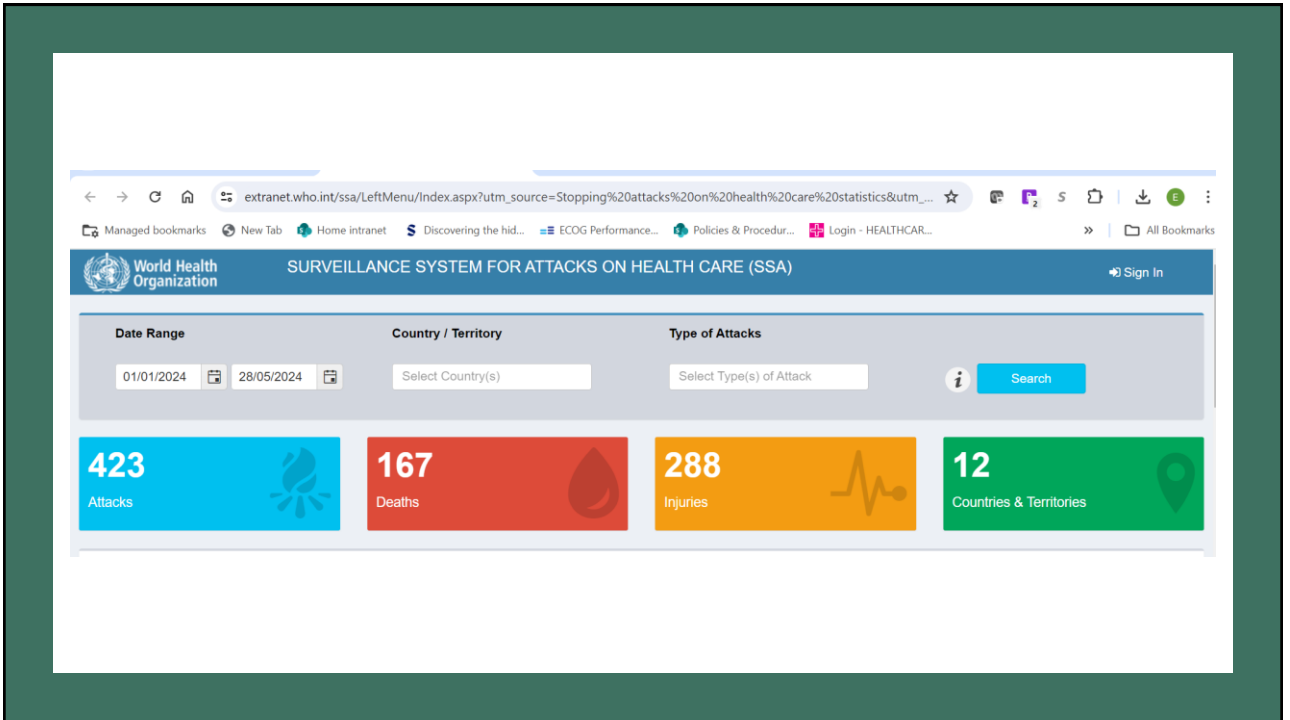


Advocacy to End
Healthcare attacks



Promotion/Prevention

8



9

National
Institute for
Occupational
Safety and
Health

NIOSH definition:

Acts directed toward personal at work or on duty.

Any physical assault,

Threatening behavior,

Verbal abuse occurring in the workplace setting.

Not only physical violence

10

What Does That Look Like?

Physical Harm

Psychological Harm

Including:

- Attacks
- Verbal Abuse
- Bullying
- Sexual Harassment
- Racial Harassment

11

National
Institute for
Occupational
Safety and
Health

NIOSH classifies workplace violence into four basic types.

- **Type I:** Involves “criminal intent.” In this type of workplace violence, “individuals with criminal intent have no relationship to the business or its employees.”



12

National Institute for Occupational Safety and Health

NIOSH classifies workplace violence into four basic types. Types II and III are the most common in the health care industry.

- **Type II:** Involves a customer, client, or patient. In this type, an “individual has a relationship with the business and becomes violent while receiving services.”



**NOTIFY YOUR
SUPERVISOR**

13

National Institute for Occupational Safety and Health

NIOSH classifies workplace violence into four basic types. Types II and III are the most common in the health care industry.

- **Type III:** Violence involves a “worker-on-worker” relationship and includes “employees who attack or threaten another employee.”
- Commonly referred to as “Lateral Violence”

**NOTIFY YOUR
SUPERVISOR**



14

National Institute for Occupational Safety and Health

NIOSH classifies workplace violence into four basic types

- **Type IV:** Violence involves personal relationships. It includes “individuals who have interpersonal relationships with the intended target but no relationship to the business” (Iowa Prevention Research Center, 2001; NIOSH, 2006, 2013).



15

What are Some Examples you Can Think Of?

16



17

The logo for 'THE NURSES STATION' is displayed on the left side of the slide. It consists of a red circle containing a white cross, followed by the text 'THE NURSES STATION' in a bold, blue, sans-serif font. To the right of the logo are two inset images. The top inset shows a woman with blonde hair and a surprised expression, with 'alamy' watermarks visible. The bottom inset shows a woman smiling through a circular mirror, also with 'alamy' watermarks.

18



19



20

Workplace Bullying

21



Survey conducted in 2021

- 30 percent of Americans have suffered abusive conduct at work;
- another 19 percent have witnessed it;
- 49 percent are affected by it; and
- 66 percent are aware that workplace bullying happens.

22

Other Key Findings:

- An estimated 48.6 million Americans are bullied at work.
- Bullying during remote work happens most in virtual meetings, not email.
- Prevalence of bullying (30 percent have direct experience being bullied) is up 57 percent from 2017.
- Those bullied: 52 percent non-management employees and 40 percent managers.
- Women bullies bully women at twice the rate they bully men.

23

[Did the pandemic stamp out nurse bullying? Not quite, 2 CNOs say \(beckershospitalreview.com\)](https://www.beckershospitalreview.com/news/2021/07/29/did-the-pandemic-stamp-out-nurse-bullying-not-quite-2-cnos-say)

This same 2021 [survey](#) from the Workplace Bullying Institute, also found that 65% of bullies at work are bosses, and 43% of workers get bullied via remote meetings and email.

24

Why traditional Methods are unsuccessful in addressing Bullying:

- Being reactive/after an event occurs
- Placing the burden of proof and anti-bullying work on the target
 - This is traumatizing
 - Often told to fix it or figure it out
- Individual-level focus
 - Focus on fixing the personality and not the underlying ego issues
- A focus on overt and hostile bullying
 - Does not do anything to address covert or instrumental bullying

25

Addressing Covert/Indirect/Instrumental Bullying

- Ensure:
 - transparent,
 - fair, [equitable](#),
 - and legitimate ways to obtain rewards.
- Promotions, resource allocation, and other crucial decisions should be made based on transparent and accurately measured performance outcomes.
- “Eyeballing” performance rewards [bragging](#), credit-taking, and possessing external markers of [privilege](#).

26

Organizational Decision Making

- Ensuring justice in organizational decision making
- Paying attention to grievances and exit interviews
- Valid and well-designed recruitment, [selection](#), and talent-management mechanisms

27

What is the cost of Bullying?

Physical: Physical illness, burnout, disability

Psychological: Anxiety, depression, PTSD, insomnia, nightmares, loss of confidence, suicidal ideation

Social: Loss of reputation, friendships, trust, support, and professional networks

Economic: Loss of income

Organizational: Loss of time, productivity, and revenue, turnover, and replacement costs, absence and healthcare costs, legal action, reputational and brand damage, limited talent pool

28



29

[Verbal Intervention: How To Defuse Challenging Behavior \(youtube.com\)](#)

[Everybody Loves Raymond Uses Active Listening - from Parent Effectiveness Training \(youtube.com\)](#)

30



31

Report released Nov 6 2023 (7,419 surveyed)

[Understanding and addressing nurse burnout | McKinsey](#)

56% burnout – emotional exhaustion

Increased experience=increased burnout (up to 20 years of experience)

29% - no time for self care

23% cost of care

10% lack of resources

56% stigma of mental health challenges

39% likely to leave in 6 months

32

An Epidemic?

[Violence Against Healthcare Workers: A Rising Epidemic \(ajmc.com\)](https://ajmc.com)

Is this a New Problem?

What was the Impact of the Pandemic on this Problem?

- STRESS
- Major life changes
- Major mental health impact

33

What Healthcare Setting Do you Think has the
GREATEST RISK?

34

Violence Against **Home** Healthcare Workers

- The threat is greater in the home than in a hospital
 - Hospitals have security and other support staff
 - Hospitals have rules that patients and visitors must abide by
 - Often the home care worker is alone and a guest in the home
 - Homes each have their own set of rules
 - Home environment can be unpredictable

35

Meanwhile in Spokane Washington December 2022

[WSNA heartbroken and outraged at killing of home health nurse Doug Brant - WSNA](#)

HIS NAME WAS DOUG BRANT

36

Meanwhile... In Connecticut October 2023

[Visiting nurse found dead in basement of patient's home in 'deeply troubling' case: Police - ABC News \(go.com\)](#)

Arrested on Unrelated Charges.....

HER NAME WAS **JOYCE GRAYSON**

<https://www-nbcconnecticut-com.cdn.ampproject.org/c/s/www.nbcconnecticut.com/news/local/family-of-visiting-nurse-killed-in-willimantic-retains-attorney/3138572/?amp=1>

37

Meanwhile in Knoxville Tenn December 2023

- [Knoxville police open homicide investigation into nurse's death \(beckershospitalreview.com\)](#)

HER NAME WAS **JANE ALLISON**

38

Meanwhile in Hawaii in 2024

- [Patient Charged In Fatal Stabbing Of Nurse At Hawaii State Hospital - Honolulu Civil Beat](#)

39

Violence Against **Home** Healthcare Workers

- The lines are blurry
 - Often the home health worker views the risks as “part of the job; a necessary evil”
 - They are often uncertain about what constitutes physical, emotional or psychological abuse
 - Home health workers often don’t document violence when it happens or report it to their manager (even though protocols are in place)
 - Violence has become so abundant and routine that many find it to be an administrative burden to report
 - Others don’t want to relive the trauma

40

What percentage of violence to healthcare workers goes undocumented?

A 10-25

B 25-30

C 75-85

D 90

41

Undocumented Violent Acts Against Healthcare Workers

- The exact number of violent acts is unknown for home healthcare workers but estimates suggest that 50% experience verbal abuse and 15% experience physical abuse.
- Most documentation of violence occurs in the health record, which does not help agencies address the problem and protect their workers.

42

Employers Should

- Establish a Zero- Tolerance policy for all incidence of violence
- Train workers on **recognizing and preventing** workplace violence
- Investigate all reports of violence
- Work with policy to identify dangerous neighborhoods where special precautions need to be taken
- and provide that information to team members

43

Case Study #1

Elderly hospice patient living in a trailer bed bound being cared for by her daughter.

Daughter had a son who was diagnosed with a mental illness.

One day this grandson was on the porch when the nurse arrived.....

44

Addressing Healthcare Bullying

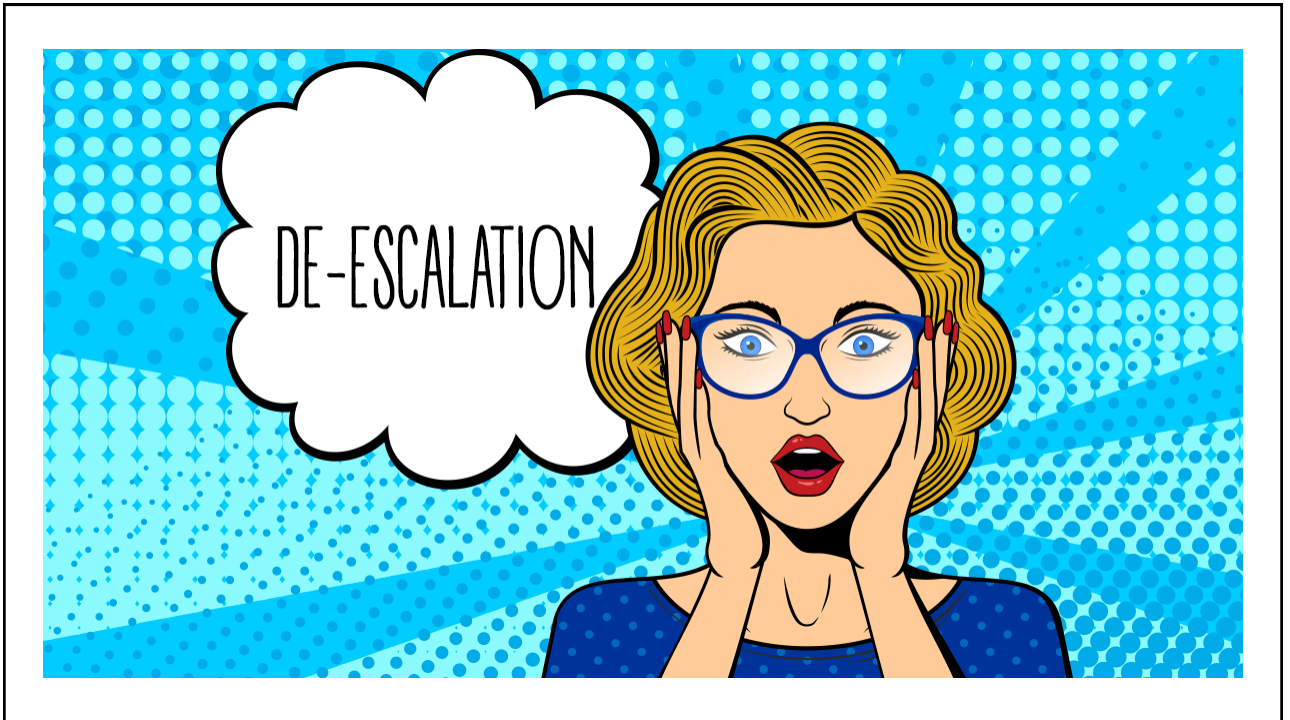
- Implement or improve workplace policies.
- Improve organizational culture.
- Make the administration aware that unprofessional behavior is a threat.
- Educate the entire staff—from physicians to custodians—about why unprofessional or hostile behavior is a problem.

45

Home Healthcare Workers Should

- Participate in Violence- Prevention Training
- Report to your employer all incidence of violence no matter how minor
- Remember bullying is considered a workplace violence category

46



47

Know Thyself!



Relationship with Danger:

- How does your body and identify impact what you bring to the situation?
- How DO you react to trouble?
 - Fight? Flight? Freeze?
- How do you Center Yourself?

48

Know Thyself!



Your Surroundings and your Response:

- How do different physical situations impact how you de-escalate?
- How do you know that you are committed to de-escalating?
- Are there scenarios you know you know are not best for you to intervene?

49

ABCD's OF DE-ESCALATION

- **A**ccountability – to organizations, participants, values
- **B**oundaries – understand the physical perimeters and political parameters
- **C**ommunication – keep info flowing through the team & communicate to participants
- **D**e-escalation – prevent or minimize situations that can bring harm to participants or that would interrupt the action as planned

TAKE NO RISK

50

Remain Calm!

- Calm yourself FIRST!



51

SLOW Down!

- Speak slowly and firmly/confidently
- Low and slow tones
- Use short simple phrases
- **Valuing** the patient- *Be honest, respectful*
- Providing **guidance** to the patient
- Workout possible **agreements**- *list consequences, suggest alternatives*

52

Reduce Anxiety

- Yours!
- **Reducing fear** – *Autonomy confirming* – *Find out the reason*
- Enquiring about **patients queries and anxiety** – *establish rapport*
- Phrase requests in a positive – “lets do this” not “don’t do that”

53

What’s your Body saying?

- Neutral Face is harder to engage with,
- Your posture should be equal but not threatening
- Don’t point or shake fingers
- Eye contact – there are cultural differences to be aware of:
 - Asian Cultures such as China and Japan
 - African Countries vary depending on other factors such as religion or tribal traditions
 - Nordic countries maintain more distance and less eye contact by facing each other more indirectly
 - Middle eastern – just a glance between the sexes

54

Empathy and Compassion

- You're the professional!
- Be Respectful and don't use gender specific words or make assumptions
- Surprise them by agreeing with them if its appropriate – “your right I shouldn't have said that”
- Give them Choices while de escalating
- *Empathize, Do not argue or try to convince*
- Calm compassionate – sit with me for a minute
- Don't enter into a back and forth discussion
- You don't have to engage – be silent.

55

Managing Violent Situations

- Consider working with an escort in high-crime areas, and if possible, schedule visits during daylight hours.
- Be sure of the location and have accurate directions to the house or apartment.
- Always let your employer know your location and when to expect you to report back.
- When driving alone, have the windows rolled up and doors locked.
- Park the vehicle in a well-lit area, away from large trees or shrubs where a person could hide.
- Keep healthcare equipment, supplies, and personal belongings locked out of sight in the trunk of the vehicle.
- Before getting out of the car, check the surrounding location and activity. If you feel uneasy, do not get out of the car.
- Stay in your car and contact your manager if you notice anything that might threaten your security, such as strong odors from a drug lab, gunshots, or shouting and sounds of fighting.

56

Managing Violent Situations

During the visit, use basic safety precautions by:

- 1) being alert,
- 2) evaluating each situation for possible violence, and
- 3) watching for signals of impending violent assault, such as:
 - verbally expressed anger and frustration,
 - threatening gestures,
 - signs of drug or alcohol abuse, or
 - the presence of weapons.
- 4) Notify your employer if you observe an unsecured weapon in the client's home.

57

Managing Violent Situations

Maintain behavior that helps to defuse anger by

- (1) presenting a calm, caring attitude,
- (2) not matching threats,
- (3) not giving orders, and
- (4) acknowledging the person's feelings

58

Managing Violent Situations

Avoid behaviors that may be interpreted as aggressive

- Examples include:
 - moving rapidly
 - getting too close
 - touching unnecessarily, or
 - speaking loudly.

If possible, keep an open pathway for exiting.

Trust your judgment.

Avoid situations that don't feel right. (Trust your gut!)

59

Managing Violent Situations

- If you are being verbally abused, ask the abuser to **stop**.
- If the abuser does not stop, then **leave** and notify your employer.
- If you cannot gain control of the situation, shorten the visit and **remove yourself** from the situation.
- If you feel threatened, **leave** immediately.
- If you need help, use your cell phone to call your employer or 911, depending on the severity of the situation.
- If you observe a crime, contact the police.

60

And when its not workplace violence it can be.....

Meanwhile in Newport News, VA

- [Riverside to review safety protocols after apparent murder-suicide \(wtkr.com\)](https://www.wtkr.com)
- The husband, a patient at the hospital, was apparently shot by his wife before she turned the gun on herself, police said.
- it appears this was an act to relieve suffering,...there was no act of anger or violence toward staff or anyone else,

61



62

References

- [How Bullying Manifests at Work — and How to Stop It \(hbr.org\)](https://www.hbr.org/2015/01/how-bullying-manifests-at-work-and-how-to-stop-it)
- <https://aorta.coop/>
- [ASHRM-Workplace-Violence-Toolkit-April-2023.pdf](#)
- [Coronavirus Well-Being Initiative - Mental Health & Nursing | ANA \(nursingworld.org\)](https://www.nursingworld.org/coronavirus-well-being-initiative-mental-health-nursing)