

- **L&D** - patient's partner walks into labor room
 - puts 9mm handgun on bedside table
 - says "We understand each other, right?"

1. How would you react?
2. How can you deescalate the situation?
3. What should you do after the situation has ended?
4. How prevalent is workplace violence in healthcare?

Crisis Prevention Institute Top 10 De-Escalation Actions

BE EMPATHIC & NONJUDGMENTAL

RESPECT PERSONAL SPACE

USE NON-THREATENING NONVERBALS

- Be mindful of your gestures, facial expressions, movements, and tone of voice

AVOID OVER-REACTING

FOCUS ON FEELINGS

- Facts are important, but how a person feels is the heart of the matter. Watch and listen carefully for the person's real message

IGNORE CHALLENGING QUESTIONS

- Answering challenging questions often results in a power struggle

SET LIMITS

CHOOSE WISELY WHAT YOU INSIST UPON

ALLOW SILENCE FOR REFLECTION

ALLOW TIME FOR DECISIONS

- A person's stress rises when they feel rushed

When WPV occurs

- The response to such incidents can drastically alter the outcome
 - Use Teamwork – fresh face = fresh approach
- Early identification allows for immediate intervention
 - Isolate Venting Individuals if possible
 - Institution response team
- Efficient manner to notify the appropriate response team for incidents of WPV:
 - Code system
 - Panic Buttons
- Following a violent incident, assessment of the mental and physical health of staff involved should occur:
 - Debriefing
 - Enable pathways to recognize physical and non-physical trauma & avoid re-traumatization
 - "Peer support" programs can be part of a supportive team response to WPV

WPV Study of Anesthesiologists

Survey conducted in 2018 - 2694 ASA members responded

Physical violence = 20%

Mostly from patients/family members

Non-physical violence = 69%

Most from physicians in other specialties

Next most was from patients/family members

60% of ALL workplace assaults occur in a healthcare setting

- Healthcare: 13% of total workforce (2016)
- Patients/Family Members = 80% of incidents

OSHA 5 Core Elements of WPV Programs

1. Management commitment & employee participation
2. Worksite analysis & hazard identification
3. Hazard prevention & control
4. Safety & health training
5. Recordkeeping & program evaluation

Zero Tolerance Must Be the Rule

- Establish a zero-tolerance policy toward workplace violence
- The policy should cover all workers, patients, clients, visitors, contractors