PLAN TITLE	Workplace Violence Prevention Work Plan		
NUMBER	PWMC/HAMC/CMH-EM-600	**Last Revised/Reviewed Effective Date:**	Jun21
TJC FUNCTION(S)	EM		
APPLIES TO	NH UVA: HAMC, PWMC, Caton Merchant House, Cancer Center, NHMG, Prince William Foundation, Prince William Health Physician Services		

I.   SCOPE

The Workplace Violence Prevention Plan applies to all team members, providers, and leaders who are employed or contracted by a NH UVA facility.

II.   PURPOSE / INTRODUCTION

Healthcare workers have historically faced a significant risk of job-related violence. Novant Health UVA leadership is committed to providing a safe and secure workplace that is free from violence, intimidation, harassment, or coercion from hospital personnel, contractors, visitors, and patients. To this end, a culture of intolerance towards workplace violence is promoted. Reporting of workplace violence events is expected with no reprisals or repercussions towards any team member who reports acts of violence or aggression.

Below is a list of the various types of workplace violence:

Type 1 – violence committed by people that enter our facility with a criminal intent,

Type 2 – violence committed by patients upon staff members,

Type 3 – violence committed by managers, supervisors and/or coworkers upon coworkers, and

Type 4 – violence committed by a no-employee who has a personal relationship with a team member.

III.   RESPONSIBILITIES / AUTHORITY

The Workplace Violence Prevention Steering Committee exists to promote the mission, vision, and values of Novant Health UVA by providing oversight to entity Workplace Violence Committees to ensure system alignment around workplace violence prevention strategies, education, policies, resources, and tools. The Workplace Violence Prevention Steering Committee will provide final approval for the system Workplace Violence Prevention Plan. The Workplace Violence Prevention Steering Committee will be responsible for the ongoing evaluation of system and entity-level workplace violence prevention programs. The workplace Violence Steering Committee will support NH UVA entities in the training of team members to fulfill designated responsibilities.

The Workplace Violence Prevention Steering Committee will review annual evaluations and analysis from the entity WPV Committees to prioritize strategies to mitigate and

prevent the existence of workplace violence and will provide ongoing reports on WPV prevalence and mitigation strategies to the entity Board Quality Committees of NHUVA.

The Entity Workplace Violence Prevention Committees exist to promote the mission, vision, and values of NH UVA by developing and supporting strategies aimed at the reduction of workplace violence. Each entity Workplace Violence Prevention Committee will help support the Workplace Violence Prevention Plan through the development and enforcement of the following roles:

1. Ensuring the organization exhibits equal concern to the safety and health of workers, patients, and visitors with the goal of establishing and promoting a highly reliable safety culture.
2. Ensuring that all leaders and team members understand their roles and obligations in the workplace violence prevention program.
3. Supporting and implementing appropriate recommendations from safety and quality committees.
4. Surveying team members, minimally, every two years regarding workplace safety and security.
5. A system of reporting WPV events in writing, verbally, and anonymously;
6. Allocating appropriate authority and resources to all appropriate parties.
7. Maintaining records of administrative and work practice changes to prevent WPV and evaluation of such.
8. Establishing a comprehensive program for medical and psychological counseling and debriefing for employees experiencing or witnessing violent incidents.
9. Analyzing trends and rates of injuries caused by violence relative to baseline rates.
10. Measuring improvement based on lowering the frequency and severity of WPV.
11. Making recommendations for ongoing risk mitigation strategies and tracking such recommendations to completion.
12. Ensure compliance with OSHA and state requirements for recording and reporting injuries, illness and fatalities.
13. Remaining abreast of new strategies to prevent WPV.
14. Ensure ongoing feedback loop to the Workplace Violence Prevention Steering Committee.

Entity leadership: Leadership will foster an environment free from workplace violence and will take immediate action to reduce or eliminate the effects of workplace violence and/or verbal abuse.

Team members: Team members have a responsibility to report violent incidents or threats that have the potential of negatively effecting the work environment or create harm. Team members are expected to conduct themselves in such a way to eliminate the possibility of violent conflicts or acts that create an abusive or hostile workplace.

Human Resources: Senior Directors of HR or designee will provide policy guidance for supervisors and managers regarding potential workplace violence situations related to employee to employee violence.

Public Safety: Public Safety will be called to respond to violent or aggressive episodes and will also monitor and report any act of violence to appropriate Supervisors and to Human Resources. Public Safety will spearhead the efforts of the WPVPP in collaboration with Risk, Human Resources, Employee Health, and Facilities Management to ensure the

safety of the work environment. This will be a standard report at the Environment of Care Committee.

Employee Health: Employee Health will be available for assessment of persons injured due to workplace violence and will make appropriate referrals to EAP for medical counseling/care.

IV.   OBJECTIVES / GOALS

An annual worksite/environmental risk assessment is conducted to identify hazards that could contribute to workplace violence. An assessment is also conducted when there are plans for new construction or physical changes to the facility in order to identify potential workplace hazards that could result in WPV events. The following engineering controls are implemented.

V.   PROCESSES / PROGRAM COMPONENTS

A) The administrative/work practice controls identified in the annual risk assessment will be implemented to minimize workplace violence events.

B) The human resources controls identified in the annual risk assessment will be implemented to minimize workplace violence events.

VI.   ORIENTATION / EDUCATION

Education will be ongoing and evaluated as needed but at a minimum annually during the risk assessment process.

VII.   PERFORMANCE MONITORING

Collection of data related to aggression/violence for analysis, evaluation of methods of violence prevention, severity determinations, identification of training needs, and overall program evaluations to include:
1. Entry of staff injury on the OSHA injury and illness log as required
2. Security event logs
3. RL incident reports
4. Workers compensation and insurance records
5. Safety and Environment of Care Committee minutes and inspections
6. Staff training/education records

VIII.   ANNUAL EVALUATION

IX.   DOCUMENTATION

X.   DEFINITIONS

- Physical Abuse: Any intentional movement of the body, which may include touching, gestures, pushing, striking, stalking, or any unwanted intrusion of "reasonable space" of an employee or visitor. Any intentional use of an object toward an individual.
- Verbal Abuse: Any verbal expression with the intent of creating fear or intimidation in another individual, or group, or verbal remarks or comments expressed in a very loud, harsh, or threatening tone of voice or in a joking manner within the workplace.
- Intimidation: Intentional behavior that "would cause a person of ordinary sensibilities" to fear injury or harm.
- Harassment: Unwelcomed verbal or physical behavior by an employee that is based on race, color, religion, sex (including pregnancy), gender/gender identity, nationality, age, physical or mental disability, or genetic information.
- Coercion: Coercion is the practice of forcing another party to act in an involuntary manner by use of threats of force.
- Workplace Violence: NIOSH defines workplace violence as violent acts (including physical assaults and threats of assaults) directed toward persons at work or on duty.

XI.   RELATED DOCUMENTS

Policies that address workplace violence exist across the system and are evaluated in the annual risk assessment.

XII.   SUBMITTED BY

Workplace Violence Steering Committee

XIII.   INITIAL EFFECTIVE DATE   June 1, 2021
**DATES REVISIONS EFFECTIVE
DATES REVIEWED (No changes)
Date Due for Next Review**   06/01/2024

SIGNATURE SHEET

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APPLIES TO	NH UVA: HAMC, PWMC, Caton Merchant House, Cancer Center, NHMG, Prince William Foundation, Prince William Health Physician Services
ACTION	Initial

APPROVED BY:

Title	Approved By	Signature	Date
Director Public Safety & Emergency Mgmt.	Michael Prailey		See electronic approval
VP CHRO	Julie Hixson Suijk		See electronic approval
Chief Quality Officer	Michelle Strider		See electronic approval
President & COO	Stephen Smith		See electronic approval

COMMITTEES APPROVED BY:

Committee	Chairperson/Designee	Date
Workplace Violence Steering Committee	Michelle Strider	3/22/2021