

The Joint Commission – Behavioral Health Care Accreditation

# Workplace Violence Prevention Requirements

2024

# Welcome & Introduction

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# Objectives

- Discuss Workplace Violence Prevention Standards requirements and how compliance will be assessed
- Identify implementation strategies
- Access available resources

# Importance of WPV standards

- Violence-related healthcare worker injuries steadily increase
- Underreported
- Voice of Customer
- The Joint Commission Sentinel Event/Complaint Data

# TJC Sentinel Event Contributing Factors

- **Communication related**
  - Lack of or inadequate staff to staff communication during transitions of care
  - Lack of or inadequate staff to staff communication of critical information
  - Information not available to the team
- **Management/Supervisor related**
  - Policies or procedures not in place or available
  - Policies or procedures not followed
  - Roles/responsibilities vague or unclear
- **Environment related**
  - Poor visibility/line of sight



# Standardized Approach

- Workplace Violence Prevention Program
- Leadership Oversight
- Policies & Procedures
- Post-incident Strategies
- Data Collection & Analysis
- Education & Training

# Joint Commission WPV Requirements and Survey Process

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# Standardized Definition

## Workplace Violence Definition:

An **act or threat** occurring at the workplace that can include any of the following: Verbal, written, or physical aggression; threatening, intimidating, harassing, or humiliating words or actions; bullying, sabotage, sexual harassment; or physical assaults involving staff, patients, or visitors

- *The Joint Commission Glossary*

# Leadership Standard

## **LD.03.01.01 Leaders create and maintain a culture of safety and quality throughout the organization.**

EP 9 The organization has a workplace violence prevention program led by a designated individual and developed by a multidisciplinary team that includes the following:

- Policies and procedures to prevent and respond to workplace violence.
- A process to report incidents, and to analyze incidents and trends.
- A process for follow-up and support for victims and witnesses affected by workplace violence, including trauma and psychological counseling, if necessary.
- Reporting of workplace violence incidents to governance.

# Requirement and Compliance

## **LD.03.01.01, EP 9**

- Workplace violence prevention program
- Multidisciplinary team developed
- Designated leader
- Prevention and response P and Ps
- Victim & witness follow-up/support
- Incident reporting to governance

## **Compliance**

- Organized program
- Defined/designed for organization
- Team = multiple perspectives, if available
- “Go to” person – name may be all staff recall about program
- Policies and procedures
- Availability of follow-up and support
- Reporting to leaders

# Environment of Care Standard (EC)

## **EC.02.01.01 The organization manages safety and security risks.**

EP 17 The organization conducts a worksite analysis related to its workplace violence prevention program. The organization takes actions to mitigate or resolve the workplace violence safety and security risks based upon findings from the analysis.

Note: A worksite analysis includes a proactive analysis of the worksite, and investigation of the organization's workplace violence incidents, and an analysis of how the program's policies and procedures, training, education, and environmental design reflect best practices and conform to applicable laws and regulations.

# Requirement and Compliance

## **EC.02.01.01, EP 17**

- Conduct worksite analysis
  - Proactive analysis of worksite
  - Incident investigation
  - Analyzing program components
    - Do they reflect best practices, conform with law and regulations?
- Mitigate or resolve workplace violence safety and security risks

## **Compliance**

- Analysis not limited to physical environment
  - Reflects potential workplace violence safety and security risks of services, population, community, staff
  - Considers past incidents
  - Looks to best practices, law and regulation for mitigation and resolution strategies

# EC Standard and Revised Requirement

## **EC.04.01.01 The organization collects information to monitor conditions in the environment.**

EP 1 The organization develops and implements a process(es) for continually monitoring, internally reporting, and investigating the following:

- Safety and security incidents involving individuals served, staff, or others in locations it controls, including those related to workplace violence.

Note 1: All the incidents and issues listed above may be reported to staff in quality assessment, improvement, or other functions as well as to the designated leader of the workplace violence reduction effort.

# Requirement and Compliance

## EC.04.01.01, EP 1

- Process for monitoring, reporting, and investigating safety and security incidents includes those related to workplace violence
- Share reports with individual leading workplace violence prevention program

## Compliance

- Existing requirement – is workplace violence already included in incident reporting process?
- Process details defined by organization
- Organization needs and situations guide design
- Reporting, who receives

# Human Resources Management Standard

## **HRM.01.05.01 Staff participate in education and training.**

EP 17 As part of its workplace violence prevention program, the organization provides training, education, and resources (at time of hire, annually, and whenever changes occur regarding the workplace violence prevention program) to leadership, staff, and licensed practitioners. The organization determines what aspects of training are appropriate for individuals based on their roles and responsibilities...



# Human Resources Management Standard

## **HRM.01.05.01 Staff participate in education and training.**

EP 17 ...continued The training, education, and resources address prevention, recognition, response, and reporting of workplace violence as follows:

- What constitutes workplace violence.
- Education on the roles and responsibilities of leadership, clinical staff, security personnel, and external law enforcement.
- Training in de-escalation, nonphysical intervention skills, physical intervention techniques, and response to emergency incidents.
- The reporting process for workplace violence incidents.

# Requirement and Compliance

## **HRM.01.05.01, EP 17**

- WVP program provides training, education and resources
  - Time of hire, annually, when changes occur
  - Includes leaders, staff, licensed practitioners
  - Appropriate for roles and responsibilities
  - Addresses prevention, recognition, response, reporting

## **Compliance**

- WVP program -- Leaders, staff, licensed practitioners aware
  - Education and training
  - What's considered workplace violence?
  - Roles and responsibilities
  - De-escalation, intervention techniques
  - Incident reporting process

# Implementation Strategies

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# Keep it reasonable and manageable

- **Likely have many parts of framework in place**
  - Inventory and organize components
  - Identify missing components
  - Identify potential to enhance/strengthen current components

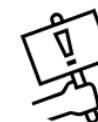
# Organization-Specific

- **Program reflects organization**
  - Client population
  - Care, treatment, and services offered
  - Staffing (disciplines, number of staff)
  - Setting(s), physical environment, location
  - Risk assessment/actual experience
  - Available resources

# Workforce Safety & Wellbeing Resource Center

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# Workplace Violence Prevention Resources



Workplace violence is a serious and growing problem in health care. Not only does it impact victims, but it can also adversely impact employee morale, increase staff turnover, reduce productivity, create a fearful organizational culture, and compromise patient care. The high incidence of workplace violence prompted the creation of new Joint Commission accreditation requirements implemented in 2022. These requirements provide a framework to guide organizations in developing effective workplace violence prevention systems, including leadership oversight, policies and procedures, reporting systems, data collection and analysis, post-incident strategies, training, and education to decrease workplace violence.

## Resource Center

### Workplace Violence Prevention —

#### Workplace Violence Prevention

[Workplace Violence Prevention Program](#)[Worksite Analysis](#)[Data Collection](#)[Education & Training](#)

### Worker Well-Being +

### Worker Safety +

<https://www.jointcommission.org/our-priorities/workforce-safety-and-well-being/resource-center/workplace-violence-prevention/>

# Contact us

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