



Strategies

to stop workplace violence before it occurs

Workplace violence is common in health care settings around the world. In many regions, incidents of violence are on the rise. Yet despite the increase in point-of-care violence, many health care leaders are unsure of the best way to address this complex issue. While disruptive behaviour and violence cannot be prevented outright, **the four steps below detail how to make frontline staff feel safe—and actually stay safe—at work.**

Engage executives and clinical leaders

Addressing workplace violence requires organisation-wide buy-in. Everyone, from executives to ward managers, must understand the magnitude of the problem. To do this, collect data on point-of-care violence at your organisation and create a monthly report to inform leaders of incidents, including hot spots and trends.

Who is involved:



Hospital board



Executive stakeholders



Ward managers

Communicate behaviour expectations to patients and visitors

Clearly define workplace violence and disruptive behaviour, including both verbal and physical aggression. Then, set and communicate expectations for patient and visitor behaviour and enable staff to hold them accountable.

Who is involved:



All staff



Patients



Visitors

Empower staff to advocate for their safety

Create a reporting culture by implementing systems for staff to easily detail all instances of violent and disruptive behaviour. Escalate instances of persistent disruption to managers and executives to provide support for frontline staff in managing patient and visitor behaviour.

Who is involved:



Frontline staff



Ward managers

Leverage Advisory Board's resources on reducing point-of-care threats

Visit our **Workplace Violence Resource Library**, available on advisory.com, to download additional resources, tools, templates, and best practices to share with key stakeholders.

Who is involved:



Executive stakeholders



Ward managers



Security staff

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