OSHA’s Guidelines for an Effective Workplace Violence Prevention Program

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BACKGROUND: Workplace Violence (WPV)

WHAT DO WE KNOW?

- Who does it affect?
- How many healthcare workers are affected?
- What’s the impact?
- What can be done?

Healthcare and Social Service Workers

- Under **20%** of all injuries happen to these workers
- These workers suffer almost **70%** of all workplace assaults
Different Settings

- Hospitals
- Residential Treatment
- Non-residential Treatment/Service
- Community Care
- Field Workers – Home Care/Visits
OSHA GUIDANCE ON PREVENTING WPV

- Management Commitment & Employee Participation
- Worksite Analysis
- Hazard Prevention and Control
- Safety & Health Training
- Recordkeeping & Program Evaluation
MANAGEMENT COMMITMENT & WORKER PARTICIPATION

- Allocating resources
- System of accountability
- Policies for reporting, recording and monitoring
- Safety and health committee involvement
- Soliciting feedback
- Ensuring non-retaliation
<table>
<thead>
<tr>
<th>Worksite Analysis &amp; Hazard Identification</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Departments/Units</strong></td>
</tr>
<tr>
<td>Hospital</td>
</tr>
<tr>
<td>• Emergency Department</td>
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<tr>
<td>• Psychiatric Unit</td>
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<tr>
<td>• Geriatric Unit</td>
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<tr>
<td><strong>Work areas</strong></td>
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<tr>
<td>Waiting room</td>
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<tr>
<td>Nurses’ station</td>
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<tr>
<td>Hallway</td>
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<td>Treatment rooms</td>
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**Hazard Prevention & Control**

- Engineering controls and workplace adaptations
- Administrative and work practice controls
- Post incident procedures
- Incident Investigations

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<thead>
<tr>
<th>Exit routes</th>
<th>Hospital</th>
<th>Residential Treatment</th>
<th>Non-residential Treatment/Service</th>
<th>Community Care</th>
<th>Field workers (Home Healthcare, Social Service)</th>
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|             | • Where possible, rooms should have two exits  
• Provide employee ‘safe room’ for emergencies |                       | • Where possible, counseling rooms should have two exits |               | • Managers and workers should assess homes for exit routes |
SAFETY & HEALTH TRAINING

- Workplace violence prevention policy
- Safety devices use and coverage
- De-escalation
- Policies and procedures for:
  - Documenting changes in patient behavior
  - Reporting/recordkeeping
  - Obtaining medical care
Recordkeeping & Program Evaluation

- OSHA logs & mishap reports
- Medical records
- Patients with a history of violence
- Meeting minutes
- Training records

- What are records showing?
- What are the results of employee surveys?
- Have recommendations been implemented?
- What’s new?
**OSHA Resources**

- Websites
- Area Office
- Compliance Assistance
- Filing a Complaint
- Regional Workplace Violence Coordinators
CRITERIA FOR INITIATING AN OSHA INSPECTION

- Known risk factors
  - Working with people prone to violence
  - Working alone or in small numbers
  - Working late at night
- Employer/industry knowledge
- Feasible means of abatement
Establishing a Violation Exists

- No Standard Exists
- General Duty Clause
  - A serious hazard exists; employees were exposed
  - Hazard was likely to cause death or serious injury/illness
  - Employer/industry knowledge
  - Feasible means of abatement