

Workplace Violence Prevention

Kaweah Delta Health Care District (KDHCD) recognizes that a safe environment is fundamental to a productive and positive workplace, and that both physical and psychological safety are integral factors in providing patients with the quality health treatment and services to which KDHCD has been entrusted.

What is Workplace Violence?

Workplace violence is any act of violence that occurs at the work site.

- it **does not** include lawful acts of self-defense or defense of others
- it **does** include the threat or use of physical force against an employee that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury.



California Occupational Safety and Health Administration (CalOSHA) defines workplace violence in four(4) types:

Type 1- committed by a person who has no legitimate business at the work site and includes violent acts by anyone who enters with the intent to commit a crime.

Type 2- directed at employees by customers, clients, patients, students, inmates, visitors or other individuals accompanying a patient.

Type 3- against an employee by a present or former employee, contracted personnel, practitioner, supervisor or manager.

Type 4- committed in the workplace by someone who does not work there, but has or is known to have had a personal relationship with an employee.

KDHCD developed policy AP161: to provide guidance on an appropriate response to all violence or threat of violence that may affect the workplace, heighten the safety of every individual in the workplace, recognize everyone must share in responsibility of prevention and response to threat or acts of workplace violence, and track and report potentially violent or violent behavior

ZERO TOLERANCE POLICY: KDHCD strictly forbids any behavior or threat of behavior which is inconsistent with the purpose of this policy, or which may violate law or public policy.

KDHCD will act immediately to minimize or diffuse such behavior. KDHCD will **partner with law enforcement** when necessary. **All KDHCD Physicians must report** any potentially violent situation or individual Medical Staff, the Risk Management Department, Human Resources, Security and/or when applicable, the Police Department (or other appropriate law enforcement agency).

Identify Patient-Specific Risk Factors: factors specific to a patient that may increase the likelihood or severity of a workplace violence incident, such as use of drugs or alcohol, psychiatric condition or diagnosis associated with increased risk of violence, any condition or disease process that would cause confusion and/or disorientation, or history of violence.

KDHCD is committed to reducing workplace violence through:

- Identifying behavior that indicates an escalation toward aggressive and violent behavior, and taking appropriate measures to avoid, decelerate, and/or de-escalate crisis situations.
- Assessing the level of risk associated with crisis behavior, and making appropriate decisions related to the management of such risks.
- Identifying the impact of crisis events and through debriefing develop responses that can be used for personal and organizational support learning.

When responding to those in crisis understand behavior influences behavior, ensure the crisis behavior is identified, and an appropriate behavior is used to intervene.