

# Strategies for Infrastructure Development that Support a Decrease in Workplace Violence



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## Background

- Incidents of Workplace Violence happen every second, minute and hour each day.
- OSHA and CDC have declared that Workplace Violence is now an epidemic in some industries including healthcare.
- Development of appropriate Administrative, Behavioral and Environmental strategies by administrators will assure a sustainable program for the organization.

## Objectives

- Support a formalized evaluation of physical, human, and security resources needed.
- Utilize a multi-pronged approach.
- Execute an infrastructure to be integrated into normal hospital operations.

## Interprofessional Partnerships

- Director Security – co-lead
- VP Nursing Clinical Services – co-lead
- Education and Training
- Human Resources
- Informatics
- Physician Leadership
- Marketing and Communications

## Methods

### Administrative Structure

- Executive Leadership Support
- Formalized Interprofessional WVP Committee
- Risk Assessment – Workforce & Physical Plant
- Policy / Procedure Review
- Templated Event Documentation

### Behavioral Process

- Tiered Staff Education Program
- Visitor Screening Process
- Escalation Program Algorithm
- Post Event Debriefing Process
- Peer Support Program

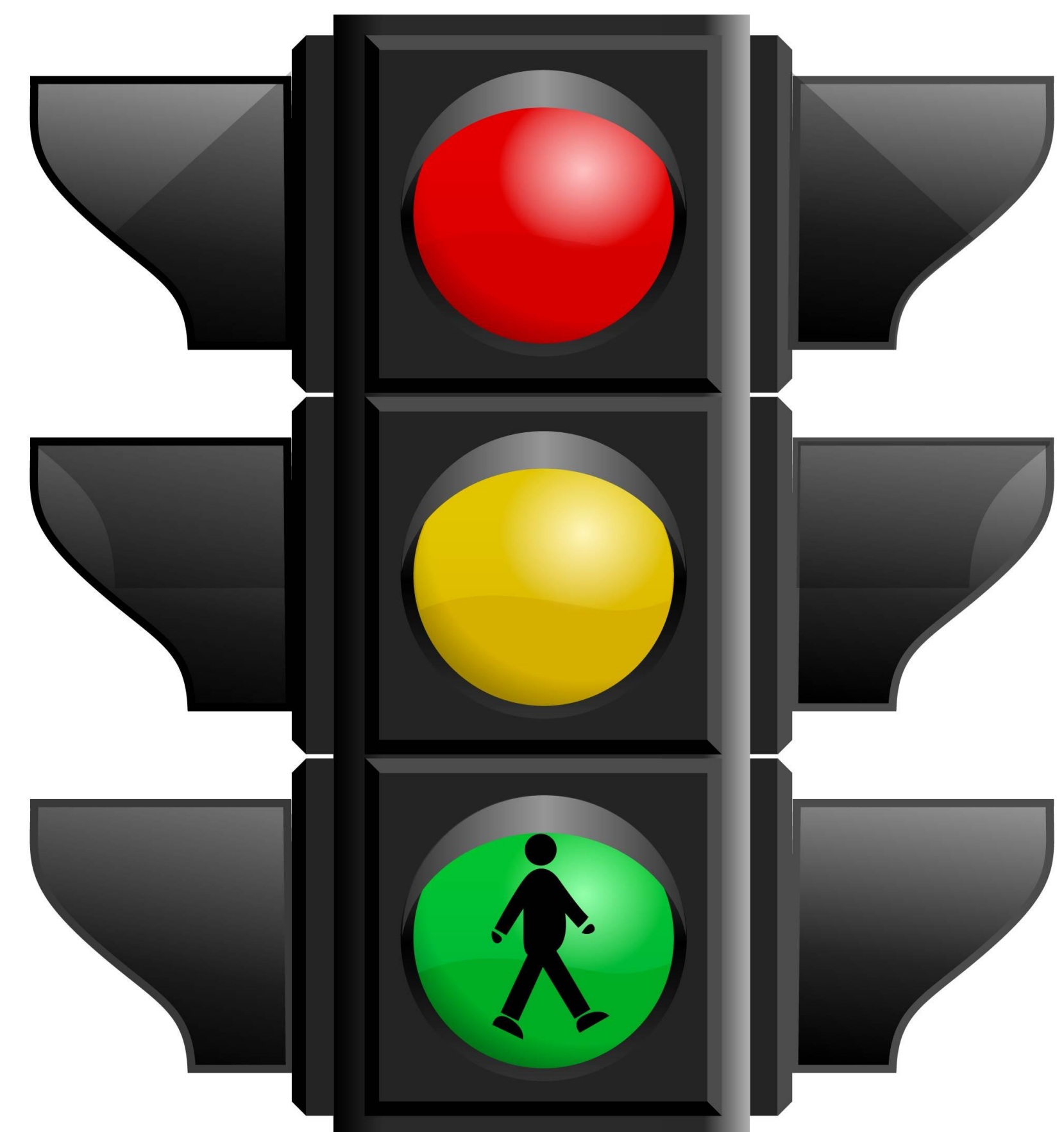
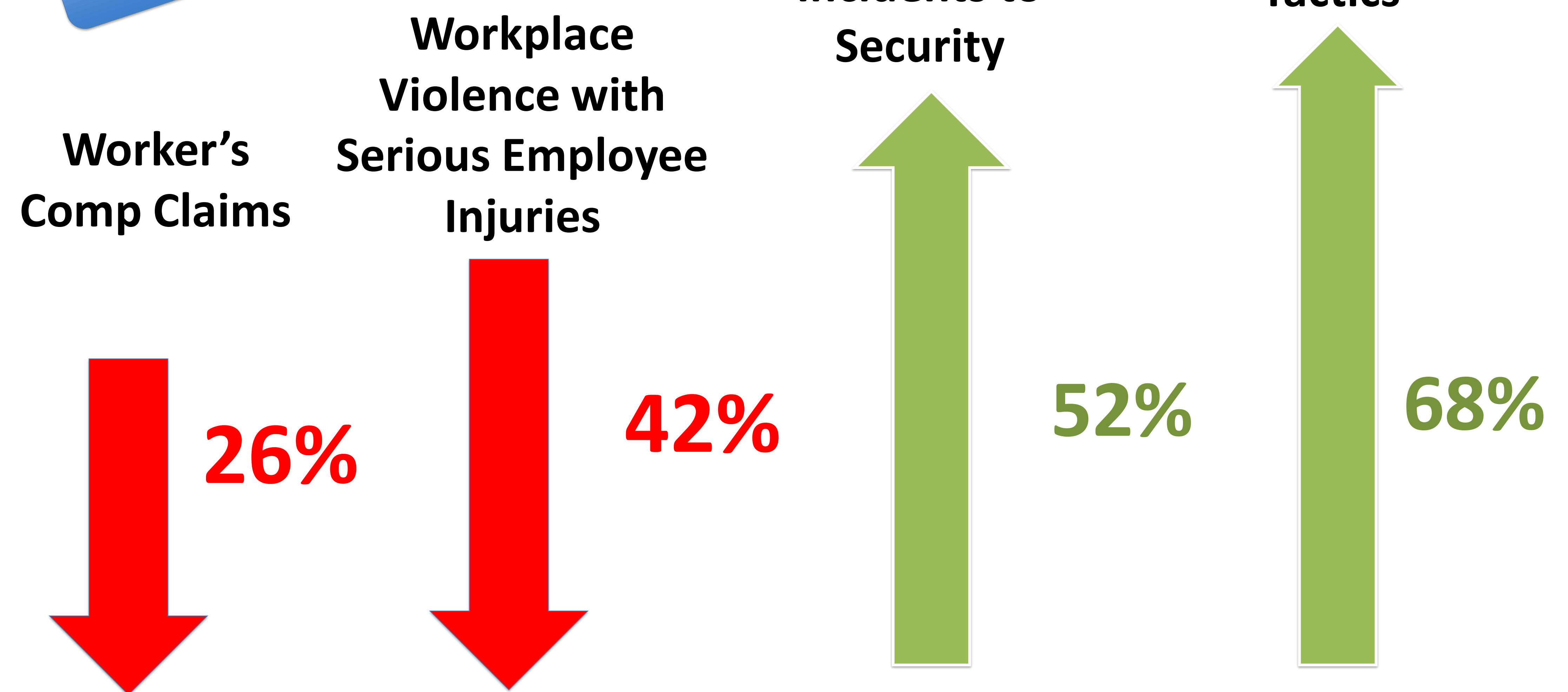
### Environmental Enhancements

- Signage - Zero Tolerance
- Employee Badge Access Control
- Visitor Screening Process
- Duress Buttons
- Data Collection and Analysis

## Results

- Program Evaluation Measures
- Defined Data Reporting Systems
- Dashboard Development
- Quarterly Reporting Process
- Regulatory Adherence

**27-Month OUTCOMES ( April 1, 2020 – June 30, 2022)**



## Conclusion

*Development and execution of a structure to sustain a workplace violence prevention program is critical to support a healthy work environment in the hospital setting. Strategies that include administrative, behavioral and environmental aspects can serve as a model for any organization to realize similar positive outcomes.*

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