



Rancho Los Amigos National Rehabilitation Center

ADMINISTRATIVE POLICY AND PROCEDURE

SUBJECT: Workplace Violence Prevention Plan

Policy No.: A258.1

Supersedes: September 17, 2019

Revision Date: December 1, 2021

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PURPOSE:

Rancho Los Amigos National Rehabilitation Center (Rancho) is committed to ensuring that its workforce members are safe and are protected from acts of violence or threats of violence in the workplace. In keeping with this commitment, and in compliance with all applicable sections of the California Health & Safety Code, along with the Cal/OSHA healthcare workplace violence prevention regulation, Rancho has established the following Workplace Violence Prevention policy.

I. Definition:

Workforce Members:

Include County employees, contract staff, affiliates, volunteers, trainees, students and other employees conducting official business on Rancho grounds.

Workplace Violence:

Workplace violence means any act of violence or threat of violence that occurs at the work site.

Workplace violence includes:

- An act or threat occurring at the workplace that can include any of the following; verbal, nonverbal, written, or physical aggression; threatening, intimidating, harassing, or humiliating words or actions; bullying; sabotage; sexual harassment; physical assaults; or other behaviors of concern involving staff, licensed practitioners, patients, or visitors. (Source: TJC R3 Report)
- 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.
- An incident involving the threat or use of a firearm or other dangerous weapon, including the use of common objects as weapons, regardless of whether the employee sustains an injury.

Rancho recognizes that there are four types of workplace violence:

1. Type 1 Violence means workplace violence committed by a person who has no legitimate business at the work site, and includes violent acts by anyone who enters the workplace with the intent to commit a crime.
2. Type 2 Violence means workplace violence directed at employees by customers, clients, patients, students, inmates or any others for whom an organization provides services.
3. Type 3 Violence means workplace violence against an employee by a present or former employee, supervisor or manager.

EFFECTIVE DATE: March 29, 2018

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

4. Type 4 Violence means workplace violence 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.

II. Workplace Violence Prevention Plan:

Rancho will maintain a Workplace Violence Prevention Plan (WVPP) that is reviewed annually by the Behavior Committee and approved by Rancho's Executive Committee. The review includes a proactive analysis of the worksite, an investigation of the workplace violence incidents, and an analysis of effectiveness of policies, and procedures, training, education, and environmental designs. Behavior Committee is comprised of Psychologist, Safety Officer, Medical Director of Quality, Risk Manager, Nurse Representatives, Social Worker, Therapist, Outpatient Representative, campus law enforcement officer, and others as needed. The Workplace Violence Plan is also accessible through Rancho's intranet.

III. Policy:

It is the policy of Department of Health Services to protect workforce members from act of violence or threat of violence at the worksite. A safe and hazard free environment is a shared commitment through all levels of the department.

Workforce members, including managers and supervisors, are responsible and accountable for using safe work practices, for following all directives, policies and procedures, and for assisting in maintaining a safe and secure work environment.

The management of our establishment is responsible for ensuring that all safety and health policies and procedures involving workplace security are clearly communicated and understood by all employees, managers, and supervisors are expected to enforce the rules fairly and uniformly.

All workforce members are expected to report workplace violence incidents to immediate supervisor and via online event reporting system before the shift ends. Punitive and retaliatory actions against a workforce member who makes such a report are prohibited. Workforce member who witness any threatening or violent behavior, is a victim of, or has been told that another person witnessed or was a victim of any threatening or violent behavior is responsible for the following:

- Ensure safety of staff, patient, or visitor
- If needed, activate appropriate code such as "Code Gold" or "Code Gray" or notify campus Security or Sheriff for assistance.
- Notify immediate supervisor or manager of the incident.
- If patient related, notify primary care team and document patient's behavior in the medical records. If applicable, implement Golden Hand protocol or complete Behavioral Alert Form.
- Enter the event into online event notification system

IV. Training:

All workforce members shall receive WVP training upon hire. Workforce members with direct patient contact and their supervisors shall receive initial training and annually thereafter. Records of WVP training shall be kept and maintained by Safety Officer.

Workforce members, whose job duties include responding to codes relating to behavioral issues such as Behavioral Response Team (BRT), shall receive additional training specific to addressing persons exhibiting aggressive or violent behaviors. These training records shall be kept and maintained by the Nursing Education Department.

Rancho offers a wide variety of training focused on prevention strategies and management of Workplace Violence. These trainings are accessible through Rancho intranet.

V. Responsibility and Accountability:

Governing Body (GB) has the ultimate responsibility for all the functions and actions of the hospital including workplace safety. As delegated by the Board of Supervisors, and DHS Chief Deputy Director, Rancho's Chief Executive Officer (CEO) or designee is responsible for proactively ensuring safety of workforce members, visitors, and patients. GB and CEO are provided written workplace violence reports on a quarterly basis.

Additionally, CEO receives reports of workplace violence through daily huddles and periodic updates of activities by Behavior Committee through Executive Committee Meetings, or Management-Staff Meetings.

Safety Officer or alternate from Facilities Management is responsible for maintaining Violent Incident Log, and records of workplace violence hazard identification, evaluation, and correction. Safety Officer or house supervisor (afterhours) is responsible for determining and reporting events that meet the criteria for Workplace Violence Incident Online Reporting to CAL OSHA under Title 8, CA Code of Regulations, Section 3342.

Reporting Requirement to CAL OSHA includes the following criteria (see attachment for complete criteria):

- The use of physical force against an employee by a patient or a person accompanying a patient that results in, or has a high likelihood of resulting in, injury, psychological trauma, or stress, regardless of whether the employee sustains an injury; or
- An incident involving the use of a firearm or other dangerous weapon, regardless of whether the employee sustains an injury.

Supervisors and Managers are responsible for ensuring workforce members adhere to facility policies and procedures including Workplace Violence Prevention Plan. After an incident, it is the responsibility of supervisor or manager to ensure the following:

- Affected parties are offered follow up care.
- Communicate or engage workforce member(s) in discussion of incident and actions to prevent recurrence of event.
- Provide Employee Assistance Program (EAP) brochure and Industrial Accident (IA) form as needed.
- Obtain affidavits from all parties as needed and ensure SIR report is completed when necessary.
- Conduct post incident debriefing or huddle as soon as possible.

- Complete the review of WV event report.

In the event of a workplace violence incident, workforce members may utilize the following:

- Apply knowledge to de-escalate situation when possible.
- Maintain situational awareness at all times.
- Know the **three emergency codes** related to workplace violence (**Cold Gold, Code Gray and Code Silver**) and the appropriate response for each one.
- Contact the onsite County Sheriff's Department at extension 57042 during all shifts for law enforcement related concerns.
- Law Enforcement personnel are expected to respond in a timely manner to ensure the safety of persons involved in the incident.
- Laws enforcement escort to and from parking lot may be requested by any workforce member.

Note: Supervisory and non-supervisory workforce members shall comply with the plan in accordance with Title 8, Section 3203(a) (2). The plan will ensure that workforce members comply with safe and healthy work practice.

VI. Hazard Assessment:

A. ENVIRONMENTAL RISK FACTORS

The Safety Officer and or designee will perform periodic inspections to identify and evaluate workplace security hazards and threats of workplace violence. Any identified hazard must have a corresponding plan of correction. Safety Officer and or designee shall report all risk factors and corrective action plan quarterly and annually to the Environment of Care Committee or Quality-Risk-Patient Safety Committees.

B. PATIENT-SPECIFIC RISK FACTORS

Workforce members in patient care areas must identify and evaluate patient risk factors including:

- Patient's mental status
- Patient's treatment and medical status that may affect mental state.
- Patient's history of violence
- Disruptive or threatening behavior

Implement Golden Hand Protocol or initiate Behavioral Alert as needed.

C. VISITOR-SPECIFIC RISK FACTORS

Workforce members are expected to maintain situational awareness at all times. Visitors or caregivers may show the following signs of disruptive or violent behavior:

- Speaking loudly, yelling, swearing, or using a threatening tone of voice
- Poor hygiene or symptoms of intoxication or drug abuse.
- Aggressive or threatening posture.
- Arms crossed or chest or clenched fists.
- Heavy breathing, pacing, or agitation.
- Repetitive request for information.

Implement de-escalation techniques or request assistance from campus Security or Sheriff as needed. As a last resort, visitor restriction may be implemented.

VII. After Hours, Weekends And Holiday Reporting Procedures:

Charge Nurse will follow these instructions when a workplace violence incident occurs after hours, on weekend or a holiday:

- A. Ensure care is provided to affected persons—patient, visitor, or staff and that hazardous or violent situation has been diffused. Provide EAP brochure and or Helping Healers Heal (H3) program to staff as needed.
- B. Obtain the following information:
 - Name of affected workforce member(s)
 - Location
 - Contact information
 - Brief description of event
- C. If not already done, notify the campus Sheriffs of workplace violence incident at extension 551 for emergency and X57042 for non-emergency.
- D. Report incident to the Administrator on Duty (AOD)
- E. Ensure appropriate reports were completed including medical record documentation and
 - Affidavits
 - Online event report
 - Security Incident Report (SIR)
 - Industrial Accident (IA) report
- F. When reporting a reportable workplace violence incident to Cal OSHA:
 - Obtain concurrence from AOD, and or Safety Officer
 - Keep investigation documents in a folder to provide to the Safety Officer for further investigation.

ATTACHMENT(S)

Workplace Violence Prevention Algorithm
Acute Care Hospitals WPV Incident Online Reporting to Cal/OSHA

References:

Title 8, California Code of Regulations, Section 3342
DHS 902 Policy "Workplace Violence Prevention Program"
DHS 901 Policy "Injury and Illness Prevention Program"
DHS 792 Policy "Threat Management: Zero Tolerance" Policy
Rancho A258 Policy "Violence in the Workplace—Threat Management"
Rancho B814.3 Policy "Code Gold Behavior Response Team"
Rancho B512 Policy "Problematic Patient Behavior"
Rancho B711 Policy "Code Silver: Person with a Weapon Response Plan"
Rancho B704 Policy "Event Notification Reporting"

WV Task Force: 2018, 2019

Acute Care Hospitals
Workplace Violence Incident Online Reporting to Cal/OSHA
 Title 8, California Code of Regulations, Section 3342

Incident	Report Within 24 hrs	Report Within 72 hrs
<p>1. Involves the use of a firearm or other dangerous weapon, regardless of whether the employee sustains an injury</p>	X	
<p>2. Involves the use of physical force against an employee by a patient or a person accompanying a patient that:</p> <ul style="list-style-type: none"> • Presents an urgent or emergent threat to the welfare, health, or safety of hospital personnel (i.e. Hospital personnel are exposed to a realistic possibility of death or serious physical harm.) • Results in the following types of injury: <ul style="list-style-type: none"> -Death - Inpatient Hospitalization > 24 hours other than medical observation – <u>Including behavioral health hospitalization</u> - Loss of any member of the body - Serious degree of permanent disfigurement - Days away from work - Restricted work or transfer to another job - Medical treatment beyond first aid* - Loss of consciousness - A significant injury or illness diagnosed by a physician or other licensed health care professional • Results in psychological trauma or stress, even though employee does not sustains an injury as listed above • Has a high likelihood of resulting in injury, psychological trauma, or stress, even though employee does not sustains an injury as listed above 	<p>X</p> <p>X*</p> <p>X*</p> <p>X*</p> <p>X*</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>

*In addition to online reporting, need to report to Cal/OSHA district office within 8 hours if the employee is a County employee (Title 8, California Code of Regulations, Section 342).

Note: An incident that does not meet any of the above criteria is not reportable to Cal/OSHA within 24/72 hour period, but it may still need to be recorded on the Violent Incident Log.