
2022
WORKPLACE VIOLENCE PREVENTION PLAN

Approval: *Ramon Sanchez*

Date: 2/28/22

PURPOSE

To establish a Workplace Violence Prevention Plan which will provide a safe workplace and healthy work practices for all employees. To protect Department of Health Services workforce members from aggressive and violent behavior.

SCOPE

This Plan covers all the services and areas listed under the Medical Center's General Acute Care Hospital License, including the following areas:

1. Main Campus, including Employee and Patient Parking Lots, but excluding Department of Coroner's buildings.
2. Acute Psychiatric Wards at Hawkins Building
3. Breath Mobiles

DEFINITION

Workforce member means County employees, contract staff, and other employer's employees who are working in LAC+USC Medical Center within the scope of this Plan regardless of whether or not they receive compensation from the County.

Serious hazard means where there is a realistic possibility that death or serious physical harm could result from the hazard.

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.

Type 2 violence – means workplace violence directed at workforce members by customers, clients, patients, students, inmates, or visitors or other individuals accompanying a patient.

Type 3 violence – means workplace violence against a workforce member by a present or former employee, supervisor, or manager.

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 a workforce member.

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POLICY

In accordance with DHS Policy #902.000, LAC+USC Medical Center prohibits its services, divisions, and units from disallowing an employee from, or taking punitive or retaliatory action against an employee for, seeking assistance and intervention from local emergency services or law enforcement when a violent incident occurs.

PROCEDURES

1. The Medical Center's Environmental Safety Officer is responsible for implementing and maintaining Workplace Violence Prevention Plan
2. Active involvement of employees and their representatives is through the Medical Center Labor Management meetings and Environment of Care Committee in developing, implementing, and reviewing this Plan.
3. Registry, vendor, and contractors are to follow the instruction of the Medical Center staff in incidents of workplace violence.
4. (a) Workforce members should report any incident of workplace violence in Safety Intelligence system via the Medical Center intranet; and if appropriate:

Main Campus – During all shifts, Contact on-site at ext. 3333 or (323) 409-3333 to obtain assistance from on-site \ Security and L.A. County Sheriff's Department.

Hawkins - Call (424) 338-2345 to obtain assistance from on-site L.A. County Sheriff's Department.

Breath Mobiles – Call 911 to obtain assistance from local law enforcement agencies.

(b) Per DHS Policy #902.000, LAC+USC Medical Center encourages all workforce members to report workplace violence to the Medical Center in accordance with established Medical Center policies and to seek assistance and intervention from local emergency services or law enforcement when a violent incident occurs. Punitive and retaliatory actions against workforce member who makes such a report is prohibited.

5. The Medical Center's Risk Management and its Environmental Health and Safety office review all workplace violence incident reported through the Safety Intelligence system and take necessary actions during regular office hours. During off hours, ANO shall be notified by phone or through Safety Intelligence. If appropriate, Risk Management, Environmental Health and Safety office, and/or area supervisor will notify on-site Human Resources to initiate proper investigation and disciplinary action for Type 3 violence.
6. All employees and supervisors are responsible for helping to maintain a safe and healthy work environment in accordance with the Medical Center Illness and Injury

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Program and take reasonable precautions to prevent violence in the workplace and report indicators of increased risk of violent behavior.

7. Use Emergency Codes Gold, Gray, and Silver as necessary for paging over the public address system and/or other appropriate means of communication:

Code Gold – for mental health/behavioral response in ED and Inpatient situation

Code Gray – for a combative person

Code Silver – for a person with a weapon and/or active shooter and/or hostage situation

(a) Employees can document conditions that may increase the potential for workplace violence incidents through the Safety Intelligence system or notify on-campus security about such conditions. Management may utilize the Daily Dose to communicate among themselves the conditions. It may also use broadcast email to communicate to employees between shifts and units. Employees can communicate through huddles to other employees and between shifts and units, information regarding conditions that may increase the potential for workplace violent incident.

(b) Workforce members can report a violent incident, threat, or other workplace violence concern in Safety Intelligence system via the Medical Center intranet; and if appropriate:

Main Campus – During all shifts, Contact on-site at ext. 3333 or (323) 409-3333 to obtain assistance from on-site L.A. County Sheriff's Department.

Hawkins - Call (424) 338-2345 to obtain assistance from on-site L.A. County Sheriff's Department.

Breath Mobiles – Call 911 to obtain assistance from local law enforcement agencies.

(c) Per DHS Policy #902.000, workforce members can communicate workplace violence concerns without fear of reprisal.

(d) Depending on the type of employee concern, Medical Center's Risk Management, Environmental Health and Safety, DHS Human Resources and/or Los Angeles County Sheriff's Department will investigate the concern.

8. Initial training is to be provided for all employees during the required New Employee Safety Orientation. Nursing Department will provide annual training for employees with direct patient contact for Type 2 and Type 3 workplace violence. As part of the workplace violence training new and/or previously unrecognized hazards in the workplace will be included.

9. Assessment to identify and evaluate environmental risk factors for workplace violence in each unit and area of LAC+USC Medical Center is conducted at least annually by Nursing, Facilities Management, and/or Medical Center Environmental Health and Safety office. An assessment audit tool is used for interior and exterior areas. The environmental risk factors that are assessed include the following:
- (a) Employees working in locations isolated from other employees (including employees engaging in patient contact activities) because of being assigned to work alone or in remote locations, during night or early morning hours, or where an assailant could prevent entry into the work area by responders or other employees;
 - (b) Poor illumination or block visibility of areas where possible assailants may be present;
 - (c) Lack of physical barriers between employees and persons at risk of committing workplace violence;
 - (d) Lack of effective escape routes;
 - (e) Obstacles and impediments to accessing alarm systems;
 - (f) Locations within the facility where alarm systems are not operational;
 - (g) Entryways where unauthorized entrance may occur, such as doors designated for staff entrance or emergency exits;
 - (h) Presence of furnishings or any objects that can be used as weapons in the areas where patient contact activities are performed;
 - (i) Storage of high value items, currency, or pharmaceuticals.

The Los Angeles County Sheriff's Department annually (fiscal year) assess and monitor the efficiency of the measures in place to protect personnel, patients, and visitors from aggressive and violent behavior. This assessment also determines specific measures to reverse adverse trends, detrimental activities, and avoiding an unsafe environment for all persons.

10. Weapon screening of patients and visitors is conducted at public entrances of Clinic Tower, Diagnostic & Treatment Building, and Inpatient Tower at the main campus along with Hawkins.
11. For high-risk areas/departments (1E Jail, 2E Behavioral, 6B Med-Surg, Psych ED, ED, Adult Psych Inpatient), a validated screening procedure is used to identify attributes (i.e., risk factors) that predisposes patients to violence. The risk factors include, but are not limited to the following:
- (a) Cognitive impairment;
 - (b) Behavioral actions with the intent to hurt others;
 - (c) History of violence;
 - (d) Verbalizing homicidal or threatening words;
 - (e) Previous substance use/abuse;
 - (f) Current psychiatric hold for danger to others;
 - (g) Disengaged (e.g., lack of insight);

- (h) History of trauma;
- (i) Any disruptive or threatening behavior displayed by a patient;

Upon completion of the assessment, a patient propensity for violence is determined. This triggers a set of precaution protocols (such as signage, wristband ID, mandatory 2-person approach, maintaining leg length distance, removing harmful objects, continuous close monitoring, handoff communication to next team, etc.).

For known problematic patients that have exhibited repeat acts of violence during encounters, a medical record flag will be placed on their electronic medical record to make alert employees of potential risks on prospective encounters.

12. The Medical Center's Risk Management and its Environmental Health and Safety office will work with the Medical Center's Services, Divisions, and units to correct workplace violence hazards in a timely manner:

Imminent hazards – Take measures immediately

Serious hazards – Take measures within 7 days

Corrective measures shall include the following:

- (a) Ensuring that sufficient numbers of staff are trained and available to prevent and immediately respond to workplace violence incidents during each shift. A staff person is not considered to be available if other assignments prevent the person from immediately responding to an alarm or other notification of a violent incident.
- (b) Providing line of sight or other immediate communication in all areas where patients or members of the public may be present. This may include removal of sight barriers, provision of surveillance systems or other sight aids such as mirrors, use of a buddy system, improving illumination, or other effective means. Where patient privacy or physical layout prevents line of sight, alarm systems or other effective means shall be provided for an employee who needs to enter the area.
- (c) Configuring facility spaces, including, but not limited to, treatment areas, patient rooms, interview rooms, and common rooms, so that employee access to doors and alarm systems cannot be impeded by a patient, other persons, or obstacles.
- (d) Removing, fastening, or controlling furnishings and other objects that may be used as improvised weapons in areas where patients who have been identified as having a potential for workplace Type 2 violence are reasonably anticipated to be present.
- (e) Creating a security plan to prevent the transport of unauthorized firearms and other weapons into the facility in areas where visitors or arriving patients are reasonably anticipated to possess firearms or other weapons that could be used to commit Type 1 or Type 2 violence. This shall include monitoring and controlling designated public entrances by use of safeguards such as weapon

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detection devices, remote surveillance, alarm systems, or a registration process conducted by personnel who are in an appropriately protected workstation.

- (f) Maintaining sufficient staffing, including security personnel, who can maintain order in the facility and respond to workplace violence incidents in a timely manner.
- (g) Installing, implementing, and maintaining the use of an alarm system or other effective means by which employees can summon security and other aid to defuse or respond to an actual or potential workplace violence emergency.
- (h) Creating an effective means by which employees can be alerted to the presence, location, and nature of a behavioral/security threat.
- (i) Revising response plans for Code Gold, Code Gray, and Code Silver to ensure their effectiveness in responding to actual or potential workplace violence emergencies that includes obtaining help from facility security or law enforcement agencies as appropriate. Employees designated to respond to emergencies must not have other assignments that would prevent them from responding immediately to an alarm to assist other staff. The Code Silver response plan (Appendix 4) include procedures to respond to mass casualty threats, such as active shooters, by developing evacuation or sheltering plans that are appropriate and feasible for the facility, a procedure for warning employees of the situation, and a procedure for contacting the appropriate law enforcement agency.
- (j) Assigning or placing sufficient numbers of staff, to reduce patient-specific Type 2 workplace violence hazards.

12 (a) Immediate medical care or first aid to all employees who have been injured in the incident shall be provided by:

Main Campus

- i. On-site or responding workforce members who are medical personnel;
- ii. Calling x111 for Code Assist whenever appropriate; or
- iii. Calling x911 for ambulance.

Hawkins

- i. On-site or responding workforce members who are medical personnel;
- ii. Calling for Code Assist whenever appropriate:
Dial (424) 338-2555
- iii. Calling x9911 for ambulance.

Breath Mobiles

- i. On-site workforce members who are medical personnel; or
- ii. Calling 911 for ambulance

(b) Identify all employees involved in the incident

(c) Offer individual trauma counseling to all employees affected by the incident:

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- (i) Helping Healers Heal, or H3 – A LAC+USC peer support program to provide emotional and professional help to staff dealing with workplace stress. The program addresses the fear, stress, anxiety and burnout employees can face in the wake of an event.
 - (ii) Employee Assistant Program – A County of Los Angeles program offers free confidential counseling services by licensed professionals. Call (213)738-4200 to schedule an appointment or visit:
<https://employee.hr.lacounty.gov/employee-assistance-program/>
 - (iii) Department of Mental Health’s 24/7 ACCESS Hotline – County of Los Angeles’ Department of Mental Health provides free confidential mental health information, referrals to service providers and crisis counselling. Call (800) 854-7771 or visit: <https://dmh.lacounty.gov/>
- (d) Conduct debriefing for post incident response and investigation with BRT members, ward clinical staff, Security, and Los Angeles Sheriff’s Department.
- (e) Review any patient-specific risk factors and any risk reduction measures that were specified for that patient.
- (f) Review whether appropriate corrective measures developed were effectively implemented.
- (g) Solicit from the injured employee and other personnel involved in the incident their opinions regarding the cause of the incident, and whether any measure would have prevented the injury.

Incident Reporting

Employee must immediately notify his/her manager/supervisor of an incident.

Supervisors/employee must report incident – via the online reporting site, Safety Intelligence (SI) – within the same shift the incident happened or upon date of knowledge.

If incident results in serious injury/illness, involves the threat or use of a dangerous weapon, or presents an urgent threat, notify Environmental Health and Safety office (323-409-7485) during regular work hours M-F 7:00am to 3:30pm, or after hours leave a message. Weekends and holidays call Administrative Nursing Office (323-409-4445).

At Hawkins- we call ANO after hours, weekends and holidays.

REFERENCE:

- Title 8, California Code of Regulations, Sections 1509, 3203, 3342 (f).

REFERENCES FOR WORKPLACE VIOLENCE:

- DHS Policy #902.000 – “Workplace Violence Prevention Program”

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- DHS Policy #905.000 – “Emergency Codes”
- DHS Policy #930 – “Security”
- DHS Policy #931 – “Role of Security Staff”
- DHS Policy #932 – “Role of Employee Security and Reporting of Hazards/Incidents”
- DHS Policy #934 – “Reporting Incidents”

- LAC+USC Medical Center Policy #666 – Emergency Codes
- LAC+USC Medical Center Policy #655 - Public Disturbance Management (Code Gray)
- LAC+USC Medical Center Policy #665 Person with a Weapon and/or Hostage Situation Response-Code Silver
- LAC+USC Medical Center Policy #904 Behavior Response Team

Hospital Association of Southern California, Health Care Emergency Codes: A Guide for Standardization, Fourth Edition, May 2014. <http://www.hasc.org/hospital-emergency-codes>

APPENDICES

- Appendix 1 – Environmental Risk Factors Audit Checklist
- Appendix 2 – Active Shooter (Code Silver) Response Plan
- Appendix 3 – Specific Hazards and Corrective Measures for Individual Unit/Service/Operation
- Appendix 4- Nursing Clinical Protocol, “Violent Behavior”
- Appendix 5- Electronic Health Record, Psychiatric Initial Evaluation

REVIEW/REVISION DATE – 01/19, 9/13/19, 5/4/21, 2/28/22