

Ready, Set, Go: Know Your Risks

Leadership Tool for a Learning Organization

Violence in Healthcare Facilities

WHY IS PREVENTION OF VIOLENCE IN HEALTHCARE FACILITIES IMPORTANT?

- Violence—including incidents caused by family members, visitors, and coworkers—is common in healthcare, and violence-related injuries to healthcare workers account for almost as many violence-related injuries as those sustained by workers in all other industries combined.¹
- Many healthcare workers consider violence “part of the job,” and so do not report violent events.²
- Violence takes a toll. Long after physical consequences are addressed, healthcare workers report feelings of anger, shock, hurt, frustration, embarrassment, humiliation, and depression.³
- Violence is expensive. In one study, annual employer costs for nurses who sustained workplace violence injuries were \$94,156: \$78,924 for treatment and \$15,232 for indemnity.⁴

DID YOU ASK?

- What do event reports and other measures indicate regarding the risk of violence in the organization?
- Does the organization have a comprehensive workplace violence prevention plan?
- Are staff trained to recognize the behavior of individuals who may become violent, and to respond accordingly?
- Does the organization ensure appropriate follow-up to violent events, including communication, postincident support, and investigation?

Need More Information?

As a member of ECRI Institute’s risk and patient safety program, you and your staff can access guidance outlining strategies for prevention of violence in healthcare facilities:

- ▶ [Guidance: Violence in Healthcare Facilities](#)
- ▶ [Guidance: Hospital Security](#)
- ▶ [Guidance: Hospital Relations with Police](#)
- ▶ [Guidance: Patient Violence](#)

ECRI Institute can help you with all of your patient safety, quality, and risk management projects. E-mail us at hrc@ecri.org.

1 Occupational Safety and Health Administration. Caring for our caregivers. 2015 Dec [cited 2017 Apr 6]. <https://www.osha.gov/Publications/OSHA3827.pdf>

2 Stene J, Larson E, Levy M, Dohlman M. Workplace violence in the emergency department: giving staff the tools and support to report. Perm J 2015 Spring;19(2):e113-7. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4403590/> PubMed: <https://www.ncbi.nlm.nih.gov/pubmed/25902352>

3 Wax JR, Pinette MG, Cartin A. Workplace violence in healthcare—it’s not “part of the job.” Obstet Gynecol Surv 2016 Aug;71(7):427-34. PubMed: <https://www.ncbi.nlm.nih.gov/pubmed/27436177>

4 Speroni KG, Fitch T, Dawson E, Dugan L, Atherton M. Incidence and cost of nurse workplace violence perpetrated by hospital patients or patient visitors. J Emerg Nurs 2014 May;40(3):218-28. <https://www.ncbi.nlm.nih.gov/pubmed/24054728>