

**NORTH MEMORIAL AMBULATORY SURGERY CENTER MAPLE GROVE
Workplace Violence Prevention and Intervention Program**

[According to OSHA's General Duty Clause, Section 5(a) (1), employers are required to provide their employees with a workplace free from recognized hazards likely to cause death or serious physical harm.]

PURPOSE:

The purpose of the North Memorial Ambulatory Surgery Center (NMASC) Workplace Violence Prevention and Interventions Program is to establish and communicate workplace violence prevention and response policies, procedures, and resources in order to recognize and effectively respond to behaviors and circumstances that pose threats of violence in accordance with 2015 Minnesota Statutes, Section 144.566.

POLICY:

NMASC is committed to providing a safe work environment for *ALL* team members. NMASC is committed to developing and maintain a system wide approach to manage its workplace violence prevention and intervention program.

NMASC recognizes that it is in the best interest of the community, team members, visitors, and the organization as a whole, to maintain an environment which is free from violence and harassment and misuse of power and authority. Threats, harassment, aggressive or violent behavior by team members, visitors, vendors, or others will not be tolerated.

Individuals will be held accountable for the effect their behavior has on our community. Team members contributing to a hostile or violent work environment are subject to the performance improvement process up to, and including, termination and/or legal action.

Prohibited conduct includes, but is not limited to:

- All acts described in Minnesota Statute 144.566 Violence Against Healthcare Workers
- Injuring another person physically
- Engaging in behavior that creates a reasonable fear of injury to another person
- Engaging in behavior that subjects another individual to extreme emotional distress
- Threatening, obscene, or harassing phone calls, voicemails, or emails depicting or threatening violence
- Possessing, brandishing, use or threat of use of an object as a dangerous weapon or a weapon while within NMASC facility or on the MGH campus
- Intentionally damaging property
- Threatening to injure an individual or to damage property
- Committing injurious acts motivated by, or related to, domestic violence or sexual harassment
- Retaliating against any employee who, in good faith, reports a violation of this policy
- Any other conduct or acts which leadership believes represents an imminent or potential danger to workplace safety and security

In the event abusive/aggressive behaviors are exhibited by visitors or team members, NMASC will manage the incidents in the most sensitive manner while maintaining the rights to care, welfare, safety and security of all.

**SECTION 3000: EMERGENCY
POLICY 3018**

NMASC team members will not be retaliated against for reporting any type of violence, or participating in an investigation of a violent act. Discrimination against victims or reports of violence will not be tolerated.

NMASC will not interfere with or discourage a healthcare worker if any team member wishes to contact law enforcement of the Minnesota Department of Health Commissioner regarding an act of violence.

Death or serious injury of a visitor or team member resulting from a physical assault that occurs within or on the grounds of a healthcare facility is reportable under the Adverse Healthcare Event Reporting Law.

PROCEDURE:

- NMASC team members shall report immediately all acts or threats of workplace violence
- Imminent acts of violence or threats that pose an immediate risk shall immediately be reported. Follow emergency procedures for and activate the appropriate response.
- If the imminent violence or threat is resolved or there was no immediate violence or threat, team members shall report acts of workplace violence on a violence occurrence report (*see attachment*).
- All NMASC team members are encouraged to contact a member of the leadership team to receive counsel on how to respond to any suspected or actual threat or act of violence.
- Team members should report any incident or acts of aggression (including domestic violence) occurring outside the workplace that could intrude into the workplace.

A. The following records will be kept and reviewed annually to identify any issues that need to be implemented for future safety as part of the hazard assessment:

1. OSHA 2000 Logs
2. Past occurrence reports
3. Medical records
4. Insurance records
5. Workers compensation records
6. Police reports
7. Accident investigations
8. Training records
9. Grievances
10. Minutes of meetings
11. Violent Incident Report form- Under K:drive ASC safety/ workplace violence

B. Workplace Violence Prevention and Controls

1. Engineering controls
 - a. Front door to registration area from atrium to remain unlocked only during surgery hours.
 - b. Door from waiting room to ASC to remain locked during surgery center hours.
 - c. Improved lighting.
2. Administrative and work practice controls
 - a. Maintain comfortable, clean waiting area

- b. Communicate zero tolerance plan to employees
 - c. Incident file, violence incident report
 - d. Dismissing repeatedly unruly patients or workers
 - e. Employee training
 - f. Call the police
- C. Methods for Dealing with potential problems
 - 1. Educate patients about their responsibilities for co-pays, arrival times, insurance coverage, and compliance with prescription policies.
 - 2. Keep patient informed of wait times. Let them know you are aware that they are still there.
 - 3. If the wait is expected to be extended, give them an opportunity to reschedule.
 - 4. Stay calm, take a time-out if needed, excusing yourself to “go check on this for you.”
 - 5. Help the other person regain control by keeping outwardly calm and keeping your voice soft.
 - 6. Keep your voice, your words, and your body language neutral.
 - 7. Don’t give others the power over you to make you angry. Only you should control your emotions.
- D. Training

Training will be provided for all employees upon hire and annually and will include problem awareness, employee rights and responsibilities, potential triggers, appropriate responses, de-escalation techniques, and incident reporting.
- E. Annually the NMASC Security Risk Assessment will be completed
**Kept in the ASC Safety Folder*

Violent Incident Report Form

The purpose of this form is to record and report any incident that meets the following criteria:

- A. The attempted or actual exercise by a person of any physical force so as to cause injury to an employee;
- B. Any threatening statement or behavior by a person which gives an employee reasonable cause to believe that he or she is at risk of physical injury.

Location of incident: _____

Date & Time of incident: _____

Full name of employee filing report: _____

Occupation/ Position: _____

Name of person perpetrating assault/threat (if known): _____

Description of perpetrator (if name unknown): _____

Name of Witness (es) if any: _____

Complete description of incident (include exact location and presence of attending emergency agencies (if any): _____

Administrator/supervisor actions: _____

**Any separate notes made or provided in the investigation of this matter should be attached.*

Administrator/supervisor's signature: _____

Date signed: _____

REFERENCE:

- [Microsoft Word - Violence Against Health Care Workers statute language.docx \(mnhospitals.org\)](#)
- Code Silver Active Threat
- Code Green