

GUIDE

9 STEPS TO MEET THE JOINT COMMISSION'S NEW WORKPLACE VIOLENCE STANDARDS

Workplace Violence has steadily increased over the last decade, particularly among healthcare workers. The U.S. Bureau of Labor Statistics reports healthcare and social services workers are five times more likely to experience violence in the hospital setting than all other workers, with many incidents going unreported.

This high incidence of violence in healthcare settings has resulted in The Joint Commission's (TJC) creation and release of new and revised Workplace Violence Prevention Requirements that went into effect in 2022, for all Joint Commission-accredited hospitals and critical access hospitals.

TJC compliance assessment covers a multitude of areas from human resources, to transplant safety, to medication management. However, with this strategy overview and checklist, we solely focus on administrative policies that specifically affect workplace violence prevention.



ZERO TOLERANCE POLICY

Used to describe taking action against individuals for minor or major instances of misconduct. Your hospital should have a “zero tolerance” policy for violence that’s communicated to all staff, patients, and visitors through visible signage.

WPV PREVENTION PROGRAM

A written and effective approach to reducing or eliminating the threat of workplace violence should be a part of your organization’s overall safety and health program. The foundation of your program should include:

- Commitment from management and employee participation
- Worksite assessment
- Hazard prevention and control
- Safety and health training
- Create awareness of workplace violence
- Recordkeeping and evaluation of the program

DESIGNATED WPV COORDINATOR

A responsible person should be assigned to serve as the WPV program coordinator to ensure all managers, supervisors, and employees understand their obligations, along with the program processes and procedures.

EMERGENCY PROCEDURES

Hospital administrators and emergency managers must have emergency response and incident action plans to guide staff during disasters and emergencies. Establishing a comprehensive plan for prevention, response, and reporting of incidents is vital.

EMPLOYEE REPORTING

Hospital leadership and administrative staff should encourage healthcare workers to report any violent incidents to their supervisors. Documenting unsafe events in your hospital’s incident reporting software is imperative to an effective WPV prevention program.





CHECKLIST QUESTIONS* TO ASK REGARDING WORKPLACE VIOLENCE COMPLIANCE:

- Is a “zero tolerance” policy for violence communicated to both employees and patients through verbal or posted cues?
- Is there a written workplace violence prevention program in your facility?
- Is there someone responsible for the violence prevention program to ensure that all managers, supervisors, and employees understand their obligations?
- Are workers instructed to report suspicious or threatening activity?
- Are there emergency procedures in place for violent events?
- Are there well-communicated consequences for employees who engage in Type III violence?
- Are workers encouraged to report violent incidents?

*Adapted from: Hamblin L, Essenmacher L, Luborsky M, Russell J, Janisse J, Upfal MJ, Arnetz JE. Worksite walkthrough intervention: data-driven prevention of workplace violence on hospital units. *J Occup Environ Med.* 2017 Sep; 59(9):875-884.

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