

How Safe Are You?

Responding to the Challenge of Workplace Violence

An Educational Program Presented
by the Cooperative of American Physicians, Inc.
in Conjunction with Embassy Consulting Services, LLC



**CREATING
SAFE COMMUNITIES**

The information in this presentation should not be considered legal advice applicable to a specific situation.

Legal guidance for individual matters should be obtained from a retained attorney.



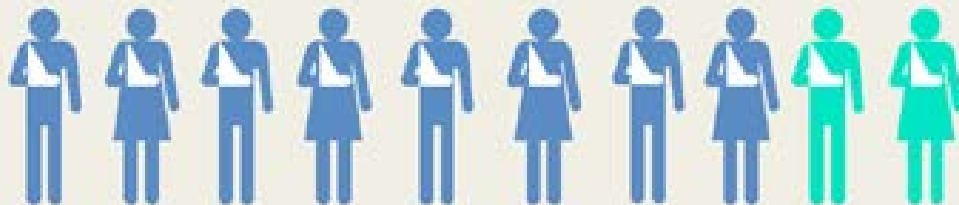
**CREATING
SAFE COMMUNITIES**

Webinar Objectives

- ❑ Understand workplace violence and the various types of violence that can occur
- ❑ Explore common myths about workplace violence
- ❑ Learn effective strategies to defuse violence in the workplace
- ❑ Explore effective strategies to prevent and respond to active shooter incidents
- ❑ Learn the Run, Hide, Fight protocol for workplace survival

Why This Training?

Healthcare workers face significant risks of job-related violence



While under **20%** of all workplace injuries happen to healthcare workers...



Healthcare workers suffer **50%** of all assaults.

Source: Bureau of Labor Statistics

What Is the Challenge?

- ❑ The health care industry has many unique factors that increase the risk of violence.
- ❑ In some cases, employees or patients might perceive that violence is tolerated as “part of the job,” which can perpetuate the problem.

Who Is Responsible for Workplace Safety?

- Public Safety Officer?
- Employee?
- Supervisor?
- Director?
- Risk Manager?
- Local Police Department?



IT IS EVERYONE'S RESPONSIBILITY!

Workplace Violence



- Abusive language, intimidation, assault, fighting, or other violent acts displayed by employees, coworkers, management, patients, visitors, or other parties that may cause emotional or physical intimidation or harm.

Workplace Violence

Myth or Reality?

Workplace violence can't happen at my health care facility, it only happens at other places.

It can happen anywhere. Denial leads to ignoring important warning signs. Realistic awareness, not paranoia, can increase workplace safety.

Workplace Violence

Myth or Reality?

Targeted workplace violence attacks are impulsive.

In most cases of workplace violence, the violent outburst is driven by factors that build up over a long period of time.

Workplace Violence

Myth or Reality?

There is a profile of someone who commits violence in the workplace.

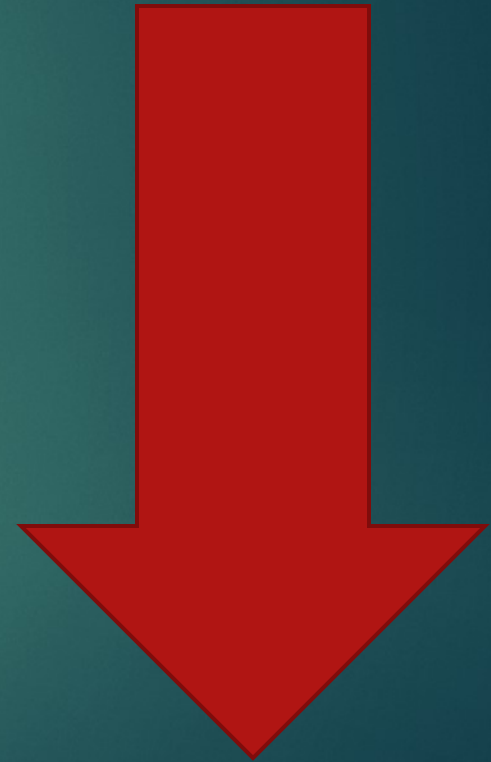
There are a variety of individuals who potentially might bring violence to our workplace. Patients, former patients, employees, former employees, ex-spouses/significant others of employees, strangers, radical groups, and terrorists.

What Are You Experiencing?

- Verbal threats and abuse
- Coworker bullying
- Physical attacks by patients
- Gang violence in an emergency department
- Angry or distraught family members who may become abusive or even become an active shooter
- A domestic dispute that spills over into the workplace

Continuum of Violence

- ❑ Discourtesy
- ❑ Disrespect
- ❑ Intimidation
- ❑ Harassment/Bullying
- ❑ Retaliation
- ❑ Verbal Assault
- ❑ Physical Aggression



Dealing with Agitated Individuals

YOUR SAFETY IS THE MOST IMPORTANT THING

- ❑ Listen
- ❑ Set Limits
- ❑ Restate Common Goals



Effective Strategies

- Remain calm
- Listen to the person's frustration
- Try to understand how THEY perceive the situation
- Offer a solution or alternative
- Show empathy
- "The ability to take the role of the other"



Active Shooters in Health Care Facilities



Active Shooter



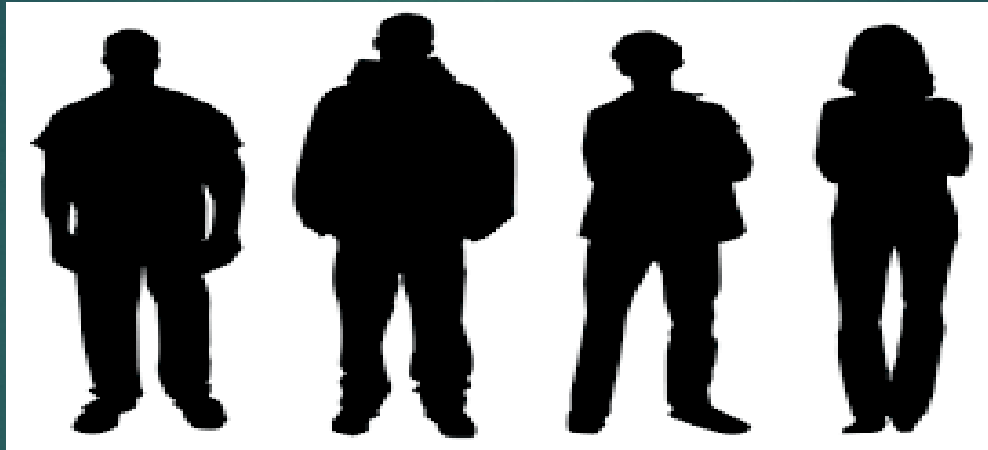
An **active shooter** is an individual actively engaged in killing or attempting to kill people in a confined or populated area.

- Active Shooter situations are unpredictable and evolve quickly.
- Typically, a law enforcement response is required to stop or neutralize the shooter.
- The event is over very quickly; therefore, health care personnel must be prepared both physically and mentally .

Profile of an Active Shooter in a Health Care Facility



There is NO PROFILE!



There are a variety of individuals who may bring violence to your workplace. Patients, former patients, employees, former employees, ex-spouses/significant others of employees, strangers, or terrorists.

Survival Mindset

Taking direct responsibility for the personal safety and security of you and others.

Developing a **survival mindset** allows you to RESPOND quickly and appropriately in a crisis situation .

Survivors prepare themselves both MENTALLY and EMOTIONALLY.

Which Is Better?

- Santa Barbara 6
- Seal Beach 8
- Columbine 13
- San Bernardino 14
- Sandy Hook 26
- Virginia Tech 32

Course of Action

UNTRAINED

Startle and Fear

- ▶ **Panic**
- ▶ **Fall into disbelief**
- ▶ **Lost in denial**
- ▶ **Descend into helplessness**
- ▶ **Greater likelihood of more death and injury**

TRAINED

Startle and Fear

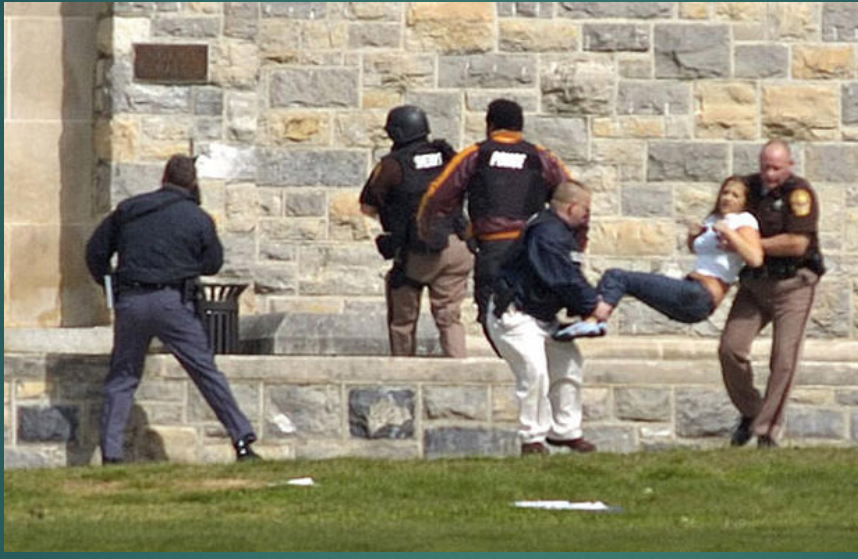
- ▶ **Feel anxious**
- ▶ **Recall what they have learned**
- ▶ **Prepare to act as trained**
- ▶ **Commit to action**



https://www.youtube.com/watch?v=Cp6_fPptlpE

University Shooting

Virginia Tech University, Blacksburg, Virginia
April 16, 2007



Seung-Hui Cho, a Virginia Tech student, opened fire inside the University dormitory and in several classrooms. 32 people killed and 20 others wounded. He committed suicide after the attack. Reports state that Cho had a history of mental and behavioral problems.

Va. Tech Shooting Survivor Recounts 2007 Massacre

<https://youtu.be/oQT3KY4fbCc?t=3m59s>

No preparation, No plan

- What did Colin and his classmates do?
- What did the professor tell them to do?
- Why did she do that?

No Preparation, No plan:

Result: 17 People in Class, 10 Killed

■

Quick Thinking Can Save Lives!

<https://www.youtube.com/watch?v=cTKAWP4CtF4>

No preparation, simple plan...

He kept thinking under duress...

How did they block the door?

How many lives saved?

Simple works!

Emotional Preparation

- Remember, once the gun goes off... the rules change.
- Every life counts
- You **CAN** survive

Forget the odds... the FACTS are in your favor if you are prepared.

California SB 1299

(Effective July 1, 2016)

- ▶ Acute Care Hospitals and Acute Psychiatric Hospitals (Cal/OSHA Injury and Illness Prevention Program)

- ▶ SB 1299 Requires:
 - 1) Policies for annual education and training
 - 2) Staff training in how to recognize potential for violence and how to seek assistance
 - 3) Employee resources for coping (i.e., debriefing)
 - 4) Information on how to report incidents to law enforcement
 - 5) A system for responding and investigating events

Embassy Consulting Services, LLC

Healthcare organizations are increasingly vulnerable as events involving armed individuals and guns are on the rise. The challenge is to plan and protect the people in a healthcare facility from a threat that may have significant consequences.

Embassy can help your healthcare organization by conducting a site assessment or designing and delivering comprehensive workplace violence/active shooter training programs.

For more information, please contact Josef Levy at (562) 577-5874 or at embassy@ymail.com

Thank You!

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Creating
Safe Communities

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