



UNDERSTANDING AND PREVENTING WORKPLACE VIOLENCE

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Learning Objectives

Participants will learn the following three objectives.

1. Define workplace violence
2. Learn to identify the risk factors of workplace violence
3. Learn strategies to help reduce workplace violence



What is Workplace Violence

- Workplace violence is **any act or threat** of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site.
- It ranges from **threats and verbal abuse to physical assaults and even homicide.**
- It can affect and involve employees, clients, customers and visitors.

Source: OSHA: <https://www.osha.gov/SLTC/workplaceviolence/>



How Big is the Problem?

- Nearly **2 million American workers** report having been victims of workplace violence each year. *
- Unfortunately, many more cases go unreported.

*Source: OSHA Workplace Violence Overview:
<https://www.osha.gov/SLTC/workplaceviolence/>



Risk Factors

- Research has identified factors that may increase the risk of violence for some workers at certain worksites.
- Risk Factors include:
 - *exchanging money with the public*
 - *working with volatile, unstable people*
 - *working alone or in isolated areas*
 - *providing services and care*
 - *working where alcohol is served*
 - *organizational – lack of policies, understaffing, etc.*



Who is at Risk?

- Among those at higher-risk are workers who exchange money with the public, delivery drivers, healthcare professionals, public service workers, customer service agents, law enforcement personnel, and those who work alone or in small groups.
- Source: OSHA Workplace Violence Overview
<https://www.osha.gov/SLTC/workplaceviolence/>



Workplace Violence in Healthcare

- From 2002 – 2013, incidents of serious workplace violence (those requiring days off for the injured worker to recuperate) were **4 times more common in healthcare** than in private industry on average.

Source: OSHA factsheet: Workplace Violence in Healthcare
<https://www.osha.gov/Publications/OSHA3826.pdf>



Workplace Violence in Healthcare

- In 2014, 52% of workplace violence incidents reported to the Bureau of Labor Statistics occurred in healthcare.

Source: Bureau of Labor Statistics, 2015, Table R3, p. 40

- In 2013, 80% of serious violent incidents reported by employers in healthcare and social assistance settings were caused by interactions with patients.

Source: OSHA Workplace Violence in Healthcare Factsheet:

<https://www.osha.gov/Publications/OSHA3826.pdf>



How Can Workplace Violence Hazards Be Reduced?

- Establish a workplace violence prevention policy.
- Develop a well-written and implemented workplace violence prevention program.
- Incorporate the program into an organization's overall safety and health program, combined with engineering controls and administrative controls.
- Training on the policy can reduce the incidence of workplace violence.

Source: https://www.osha.gov/dsg/hospitals/workplace_violence.html



Violence Prevention Programs

- Effective Violence Prevention Programs include:
 - Management commitment and employee participation
 - Worksite analysis
 - Hazard prevention and control
 - Safety and health training
 - Recordkeeping and program evaluation



How WEC Can Help

- WEC may be able to provide **free onsite** training on topics such as Violence Prevention in Healthcare

This training is made possible by funding from our OSHA Harwood grant.



Questions?

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