

No Name Dialysis Center		
Policy and Procedure		
MANUAL TITLE(S)	Page __ of __	Attachments
MANUAL SECTION	MANUAL SUBJECT	
DATE OF ISSUE	DATE OF REVISION(S)	EFFECTIVE DATE
<p>Purpose Violence Prevention Program</p> <p>Policy</p> <ul style="list-style-type: none"> • The safety and security of personnel, patients, and visitors is of vital importance. Therefore, acts or threats of physical violence, including intimidation, harassment, or coercion, which occur on No Name Dialysis Center property, will not be tolerated. • This prohibition against threats and acts of violence applies to all persons involved including, but not limited to, employees, supervisors, physicians, students, contract and temporary personnel, patients, and visitors. Therefore, violations of this policy by any individual on No Name Dialysis Center property are considered misconduct and will lead to disciplinary and/or legal action as appropriate. • No reprisals will be taken against any employee who reports or experiences workplace violence. • All No Name Dialysis Center personnel must refrain from engaging in acts of violence and are responsible for maintaining a work environment free from acts or threats of violence. • Violence Prevention Program Elements: <ul style="list-style-type: none"> ▪ Conducting an annual assessment of No Name Dialysis Center property, which includes facility layout, access control, and lighting; crime in the surrounding community; communication equipment; emergency response capabilities. ▪ Controlling access to facilities and sensitive areas. ▪ Ensuring adequate security systems, including card readers, cameras, door locks, windows, physical barriers, and restraint systems are operational and appropriate for the setting. ▪ Maintaining effective systems to warn others of a security danger or to summon assistance (i.e., panic buttons). ▪ Providing adequately trained staff to provide services and response. ▪ Conducting an Annual Security Opinion Survey to obtain feedback on services and identify opportunities for improvement. ▪ Reviewing all incidents involving security-assisted restraints, disorderly persons, thefts, and assaults. Action plans are developed, implemented, and monitored as appropriate. ▪ Enforcing Visitor Control and identification policies. ▪ Providing Preventing Workplace Violence and Nonviolent Crisis Intervention/Identification and Management of Aggressive Behavior courses through No Name Dialysis Center corporate office. <p>*The above bold areas assist in promoting a healthy community from the Standards of Practice.</p> <p>Response to Potential Violence</p> <ul style="list-style-type: none"> • When a threat of violence is identified, a team will be formed to review the information and determine the appropriate actions. The team will consist of members from the following departments: <ul style="list-style-type: none"> Human Resources Nursing Security Risk Management/Legal Public Relations Social Work/Behavioral Health Administration. • The team's duties include, but are not limited to: <ul style="list-style-type: none"> ▪ Reviewing past incidents of aggression or violence and identifying the threat level. ▪ Referring to the Warning Sign and Appropriate Response to Aggressive Behavior for guidance. 		

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Policy and Procedure – Response to Potential Violence, continued

- **Reviewing the facility's readiness** to respond to issues of aggression or violence.
 - **Ensuring adequate security** presence and response is available.
 - **Establishing liaison** with local law enforcement and emergency services.
 - **Communicating to employees** or others who were or may be involved in an incident involving workplace violence.
 - **Assigning all or some** of these tasks to other individuals.

 - **Managers and supervisors** are responsible for the following:
 - Providing workplace violence prevention training for personnel under their supervision
 - Assisting management response team as necessary.

 - **Reporting Requirements**
 - Employees/Supervisors
Personnel shall immediately report any acts or threats of violence to the Security Department, their supervisor/manager, or the Human Resources Department. Employees are additionally required to report the occurrences of each warning sign of violence they observe (i.e., verbal abuse, aggressive behavior, loitering). No employee will be disciplined or discharged for reporting any threats or acts of violence.

 - **Contracted Services**
 - Third parties working on No Name Dialysis Center property shall be informed of Workplace Violence Prevention requirements by Purchasing prior to doing any actual work on facility premises.

 - **Post-Incident Management**
 - Victims of violence will receive immediate physical evaluations, be removed from the worksite, and be treated for acute injuries. Additionally, referrals shall be made for appropriate evaluation, treatment, counseling, and assistance, both at the time of the incident and for any follow-up treatment necessary.

 - **Record Keeping**
 - Record keeping should be used to provide information for analysis, evaluation of methods of control, severity determinations, identifying training needs, and overall program evaluations. Record keeping includes the following:
 - ✓ **Entry of injury on the OSHA Injury and Illness Log.** Injuries that must be recorded include the following:
 - Loss of consciousness
 - Restriction of work or motions
 - Transfer to another job or termination of employment
 - Medical treatment beyond first aid.
 - ✓ **All incidents of abuse, verbal attacks, or aggressive behavior**
 - ✓ **Recording and communicating mechanism** so staff who provide care for an escalating or potentially aggressive, abusive, or violent patient will be aware of the patient's status and of any problems experienced in the past.
 - ✓ **Gathering of information** to identify any past history of violent behavior, incarceration, probation reports, or any other information that assists employees to assess violent status.
 - ✓ **Workers' Compensation and insurance record.**
 - ✓ **Environment of Care Committee Minutes** and inspections are kept in accordance with requirements.
 - ✓ **Training program contents and sign-in sheets** of all attendees are maintained.
- *The above bold areas assist in preventing/reporting a hostile work environment.**

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Policy and Procedure – Response to Potential Violence, continued

Warning Signs and the Appropriate Response to Aggressive Behavior

The following is a guideline for determining the severity of a violent situation and the appropriate response.

Procedure

LOW

These are behaviors that should raise the awareness of the employees and others around the employee, patient, or visitor. It is an indication a problem is developing and will likely continue without intervention.

Behavioral Examples

- Inappropriate behavior
- Abusive language
- Excessive use of profanity
- Argumentative
- Lack of cooperation when requests are made
- Sexual comments, gestures, or innuendoes
- Negative attitude toward the rules
- Frequent displays of anger
- Emotionally erratic
- Veiled threats
- Inappropriate use of computers and phone systems

Recommendations

- *Employee*
 - Document incident and notify supervisor.
 - Supervisor and Human Resources review behavioral expectations with employee.
 - Consult with Human Resources if behavior continues.
 - Coach/counsel employee.
- *Patient*
 - Document incident.
 - Notify supervisor and security.
 - Implement a behavioral contract.
 - Consider psychiatric consult and 1:1.
- *Visitor*
 - Document incident.
 - Notify supervisor.
 - Notify security.
 - Consider visitor restriction or supervised visits.

MEDIUM

These are behaviors that should sound the alarm that the situation is escalating and without intervention, an incident could occur.

Behavioral Examples

- Overt, covert, or indirect threats
- Expressed desire to do harm to others
- Attempts to instigate fights
- Open defiance of the rules
- Vandalism
- Property theft
- Belief that others are conspiring against them or prosecuting them

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Policy and Procedure – Response to Potential Violence, continued

Sexual or violent notes sent to others
Expressed suicidal thoughts or threats
Physical acting out of anger
Comments about weapons or stories of harming others
Severe emotional distress

Recommendations

- *Employee*
 - Obtain assistance and guidance from Human Resources, Legal, and Behavioral Health Leadership.
 - Document all incidents and assist in the investigation.
 - Coach/counsel employee.
- *Patient*
 - Document incident.
 - Notify supervisor and security.
 - Request psychiatric consult and 1:1.
 - Consider chemical or physical restraint as per policy and procedure.
 - Contact the ESRD Network.
- *Visitor*
 - Document incident.
 - Notify supervisor and security.
 - Notify local law enforcement and consult Legal.

HIGH

These are behaviors that are dangerous and require immediate intervention and assistance.

Behavioral Examples

Clear intent to harm
Physical assault
Intense uncontrollable anger
Overt threats to kill
Showing a weapon
Sabotage with intent to harm others
Suicide attempt

Recommendations

- *Employee*
 - Call the local police (911) and security, and notify Human Resources for guidance.
 - Ensure the safety of all employees, patients, and visitors.
 - Document the incident and assist in the investigation.
- *Patient*
 - Assign 1:1.
 - Expedite medical treatment to discharge to the behavioral health unit.
 - Consider physical restraint and chemical restraint.
- *Visitor*
 - Document incident.
 - Notify supervisor and security.
 - Notify local police department and Legal.

EXTREME

This is a situation where there is ongoing or imminent danger due to physical or armed aggression. Employees should seek safety, call the police (911), and stay calm.

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Policy and Procedure – Response to Potential Violence, continued

Physician order required: No	
Consent required: No	
Who may perform: RNs, technicians, and other dialysis facility personnel	
Who may assist: RNs, technicians, and other dialysis facility personnel	
Current Evidence:	
<ul style="list-style-type: none"> • Promotes evidence-based practices to create a psychologically and physically safe environment. • Creates a safe and healthy workplace and a professional practice environment. • Assesses the environment to identify and address the impact of social determinants of health on risk factors. • Reduces environmental health risks to self, colleagues, and health care consumers. • Communicates information about environmental health risks and exposure reduction strategies. • Uses products or treatments consistent with evidence-based practice to reduce environmental threats and hazards. <p><i>(Nephrology Nursing Scope and Standards of Practice, 2022)</i></p>	
Equipment/Supplies: Not required	
Age-specific technical consideration:	
Age-specific considerations should be taken into account when the type and level of aggressive behavior is being evaluated.	
Documentation:	
As noted under each level, response to Warning Signs and the Appropriate Response to Aggressive Behavior	
APPROVED BY:	DATE APPROVED:
SOURCE:	CONCURRED:
DISTRIBUTION: See Distribution list	KEYWORDS:

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