The goal is to keep healthcare organizations safe by promoting safety awareness. Workplace violence continues to increase at alarming rates. Healthcare workers have the highest rate of nonfatal assaults among all occupations. Workplace violence includes:

Workplace Violence

* Threats: verbal, written, and aggressive body language
* Physical assaults: hitting, slapping, kicking, raping, and homicide

In healthcare, safety begins with awareness by managers and staff. Employees can help prevent workplace violence by following these tips.

**Reduce risk factors.**

* When possible, keep a safe distance from patients, visitors, and agitated co-workers (arm’s length).
* Try not to work alone. When possible, ASK FOR HELP!
* Address patient and visitor needs and requests as soon as possible.

**Know who is most likely to present violent behaviors.**

* Agitated/frustrated patients, family members, visitors, and co-workers
* Patients with psychiatric disorders or dementia
* Intoxicated patients, family members, and visitors (especially in the ED)
* Patients, family members, visitors, and employees that abuse drugs

**Understand where workplace violence is most likely to occur.**

* Emergency departments and waiting rooms
* Behavioral medicine/psychiatric wards
* Geriatric units
* Patient rooms
* Break rooms
* Storage areas

**Use prevention/management strategies.**

* At admission, obtain patient history on aggressive behaviors.
* Communicate in a way that demonstrates a calm and caring attitude.
* Use de-escalation techniques, when needed, in dealing with patients, family members,   
  visitors, and co-workers.
* Utilize emergency signaling, alarms, and monitoring systems.
* When provided, use parking lot escorts.
* REPORT ALL WORKPLACE VIOLENCE!