HealthStream Regulatory Script

[Workplace Violence]

Version: [May 2005]

Lesson 1: Introduction
Lesson 2: Violence in the Healthcare Setting
Lesson 3: Workplace Violence Prevention Programs
Lesson 4: Recognizing and Responding to Combative Behavior
Lesson 1: Introduction

Welcome to the introductory lesson on workplace violence.

Violence includes many behaviors. These behaviors range from rude language to murder. When violence happens to a person at work, that violence is considered to be workplace violence.

Workplace violence is a very real threat in the healthcare setting. Healthcare workers deal with patients and family members who often feel frustrated, vulnerable, and out of control. These people can become violent.

As your partner, HealthStream strives to provide its customers with excellence in regulatory learning solutions. As new guidelines are continually issued by regulatory agencies, we work to update courses, as needed, in a timely manner. Since responsibility for complying with new guidelines remains with your organization, HealthStream encourages you to routinely check all relevant regulatory agencies directly for the latest updates for clinical/organizational guidelines.
### Course Rationale

This course will teach you how to prevent and handle workplace violence.

You will learn:
- How, where, when, and why violence occurs in the healthcare setting
- The key parts of a Violence Prevention Program
- How to be safe around violent or potentially violent individuals
### Course Goals

<table>
<thead>
<tr>
<th>After completing this course, you should be able to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Recognize risk factors for violence in the healthcare setting.</td>
</tr>
<tr>
<td>• List the parts of a Workplace Violence Prevention Program.</td>
</tr>
<tr>
<td>• Identify levels of combative behavior and recognize appropriate responses for each.</td>
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<tr>
<td>Course Outline</td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>This introductory lesson gives the course rationale, goals, and outline.</td>
</tr>
<tr>
<td>Lesson 2 discusses violence in the healthcare setting. This includes risk factors for violent patient behavior.</td>
</tr>
<tr>
<td>Lesson 3 presents the key parts of a Workplace Violence Prevention Program.</td>
</tr>
<tr>
<td>Finally, lesson 4 describes how to deal with aggressive behavior in the workplace.</td>
</tr>
</tbody>
</table>

FLASH ANIMATION: 1004.SWF/FLA
Welcome to the lesson on the risk of violence in the healthcare setting.
Objectives

After completing this lesson, you should be able to:

- Recognize the main reason for the high rate of violence in the healthcare setting.
- Identify who is at highest risk.
- Recognize where and when the risk is highest.
- List other risk factors for violence in the healthcare setting.
How High Is the Risk?

Violence can happen in any workplace.

According to NIOSH [glossary]:
- Each year, about 1,000 people are murdered while at work or on duty.
- Each year, about one million people are victims of nonfatal workplace assaults.

Healthcare workers are at increased risk for workplace violence.

According to BLS [glossary] estimates for 1999:
- Hospitals had 8.3 nonfatal workplace assaults per 10,000 workers.
- Private industry overall had 2.0 assaults per 10,000 workers.
Why Are Healthcare Workers at Increased Risk?

Healthcare workers are not the only ones at increased risk for workplace violence.

For example, taxicabs and retail liquor stores are also at high risk. In these industries, the reason for violence is usually robbery.

In the healthcare setting, the main reason for violence is stress. Patients and their family members often feel frustrated, vulnerable, or out-of-control. All of these feelings can lead to violence.

Note: Patients are responsible for most of the violence in the healthcare setting. However, healthcare workers also may be violent toward one another. Members of the general public can be violent, as well.
Who Is at Greatest Risk?

Remember: Patients under stress can be violent.

So, which healthcare workers are at highest risk of experiencing violence?

Workers with the most direct patient contact.

These include nurses and nursing aides.

Also at risk are:
- Emergency responders
- Hospital safety officers
- All healthcare providers
**FLASH INTERACTION: 2006.SWF/FLA**

Based on what you have learned so far, *when* do you think violence in the healthcare setting is most likely?

Type your thoughts in the box below. Then click Submit to check your answer.

Remember: Healthcare workers with the most direct patient contact are at highest risk of experiencing violence.

Similarly, violent incidents are most likely when there is a lot of direct patient contact. Examples include:
- Mealtimes
- Visiting hours
- Patient transportation

Remember: Patients are most likely to become violent when they feel frustrated, vulnerable, or out-of-control.

Therefore, violence is most likely in situations such as:
- A patient is denied services.
- A patient is admitted involuntarily.
- A staff member sets or enforces limits on patient eating, drinking, or smoking.
## Where Is the Risk Greatest?

<table>
<thead>
<tr>
<th>Violence can occur anywhere in the hospital setting.</th>
<th><img src="image" alt="IMAGE: 2007.GIF" /></th>
</tr>
</thead>
</table>

Violence is most frequent in:
- Psychiatric wards
- Emergency rooms
- Waiting rooms
- Geriatric units

Most common locations for violence:
- Psych ward
- ER
- Waiting room
- Geriatric unit
### What Are the Risks?

Vicims of violence may suffer:
- Minor physical injury
- Serious physical injury
- Temporary or permanent physical disability
- Temporary or long-term psychological trauma or disability
- Death

Workplace violence also can affect the organization as a whole. Violence can lead to:
- Low morale
- High work-related stress
- High employee turnover
- Little trust in administrative personnel and coworkers
- Hostile working environment

![Potential consequences of workplace violence](2008.GIF)

- [Harm to the victim](#)
- [Harm to the facility](#)
2009

Additional Risk Factors

Remember: Patient stress is the reason for most hospital violence.

Additional risk factors are:
- Intoxicated patients
- Patients with a history of violence
- Patients with certain psychiatric diagnoses
- Patients with access to firearms
- Understaffing, especially during mealtimes and visiting hours
- Long waiting times
- Overcrowded, uncomfortable waiting rooms
- Working alone
- Poor building design, including poorly lit halls, rooms, parking lots, and other areas
- Poor hospital security
- Staff who are not trained to prevent and deal with possible violence
- Unlimited public access to the facility
2010 Review

FLASH INTERACTION: 2010.SWF/FLA

In each pair of items below, choose the one associated with higher risk of workplace violence. Click Submit to check your answers.
You have completed the lesson on violence in the healthcare setting.

Remember:

- Healthcare employees are at risk for workplace violence.
- Patients cause most of the violence in the healthcare setting.
- Nurses and nursing aides are at highest risk of hospital violence. This is because they have the most direct patient contact.
- Risk of healthcare violence is increased when there is a lot of activity and patient contact. Risk is also high when patients feel frustrated, vulnerable, or out-of-control.
- Within hospitals, violence is most common on psychiatric wards, in emergency rooms, in waiting rooms, and on geriatric units.
- Violence in the healthcare setting can have serious consequences.
<table>
<thead>
<tr>
<th>Introduction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome to the lesson on Workplace Violence Prevention Programs.</td>
</tr>
<tr>
<td>Objectives</td>
</tr>
<tr>
<td>------------</td>
</tr>
<tr>
<td>After completing this lesson, you should be able to:</td>
</tr>
<tr>
<td>• List the parts of a Violence Prevention Program.</td>
</tr>
<tr>
<td>• Identify the role of each part.</td>
</tr>
</tbody>
</table>
### OSHA Recommendations

According to [OSHA](#), all employers should have a Violence Prevention Program.

This program should:
- Decrease the danger of workplace violence.
- Decrease the severity of injuries caused by workplace violence.
- Track the organization’s progress in decreasing workplace violence.

![A successful Violence Prevention Program:](IMAGE: 3003.GIF)

- Reduces the threat of violence
- Lessens the severity of injuries
- Monitors its own success
An effective Violence Prevention Program has the following parts:

- A written plan
- Management commitment
- Employee involvement
- Worksite analysis
- Hazard prevention and control
- Safety and health training
- Post-incident response
- Recordkeeping and evaluation

On the following screens, let's take a closer look at each part.
The written plan should describe all parts of the Violence Prevention Program.

The plan also should:
- State clear goals for preventing violence.
- State that workplace violence will not be tolerated.
- Encourage employees to report all violence.
- Encourage employees to keep records of violence.
- State that retaliation against employees who report violence will not be tolerated.
- Describe how police and other experts will play a role in facility security.
Management Commitment

Management must be committed to the Violence Prevention Program. Otherwise, the program cannot succeed.

Management should inform all staff members that violence will not be tolerated. Staff should feel confident that all reports of violence will be taken seriously.

Management also should:
- Protect both the physical and emotional health of employees. This includes medical and psychological follow-up for workers after a violent incident.
- Ensure both worker and patient safety.
- Make sure that security officers have the authority and resources they need to keep the facility safe.
- Hold security officers accountable for workplace safety.
- Make sure that workers who report violent incidents are safe from retaliation.

![Image: 3006.GIF](image: 3006.GIF)
Employee Involvement

Employees also must be involved in the Violence Prevention Program. Otherwise, the program cannot succeed.

Many employees do not do their part when it comes to reporting violence.

Reasons for not reporting include:

- Lack of reporting policies or procedures
- Fear that the employer will retaliate or consider the employee ineffective at his or her job
- A belief that violence is part of the job

Click on each of the above barriers to reveal methods for overcoming that barrier.

CLICK TO REVEAL

Lack of reporting policies or procedures
The Violence Prevention Program should give clear policies and procedures for reporting violence. Employees should know these policies and procedures. Employees also should participate in complaint or suggestion sessions to improve procedures.

Fear of retaliation or perception of poor job performance
Management must inform employees of the following:

- Employees cannot always prevent workplace violence.
- Reporting violence helps make the workplace safer.
- Retaliation for reporting will not be tolerated.

Employees must understand the following:

- Reporting violence makes it possible to identify, address, and correct security problems.
- There will be no retaliation for reports.

Belief that violence is part of the job
Management must inform employees of the following:

- Employees have the right to a safe working environment.
- Workplace violence will not be tolerated.

Employees must understand that they can help make the workplace safer, by reporting violence.
OSHA recommends a Threat Assessment Team.

Members of the Assessment Team analyze records, trends, staff surveys, and workplace security protocols. This analysis can help identify risk factors for violence.

Examples of risk factors might include:
- Violent, confused, or mentally unstable patients
- Combative [glossary] or uncooperative patients
- Unsafe exam rooms (for example, rooms with furniture that could be used to trap an employee, or rooms with items that could be used as weapons)
- Understaffing
- High employee turnover
- Employee stress
- A lot of firearms in the community
- Being in a high-crime area
- Drugs and money in the facility pharmacy, making it a target for robbery
The Threat Assessment Team identifies risk factors and hazards. The next step is to find ways to control these hazards.

For example:
- Inform patients that the facility has a zero-tolerance policy for violence.
- Chart and evaluate potentially violent behavior in patients. Use a reliable system for passing this information from one shift to the next.
- Identify patients with a history of violence (for example, by obtaining past records).
- Make sure that all violence is reported right away.
- Train staff to recognize and deal with hostile and violent behavior.
Other hazard controls might include:
- Better visibility and lighting, especially in high-risk areas
- Metal detectors to keep handguns out of the facility
- Plexi-glass windows in the pharmacy
- Security devices: panic buttons, beepers, surveillance cameras, alarm systems, two-way mirrors, card-key access systems, security guards
- Curved mirrors to show concealed areas
- Better staffing, especially in high-risk areas
- Escorts or shuttle service to and from parking lots and public transportation
Finally, hazards should be controlled in exam rooms.

In rooms used for risky patients:
- Furniture should be lightweight or nailed to the floor. Furniture should not have sharp corners. This prevents the patient from using furniture to trap or attack staff members.
- Countertops should be kept clear. This prevents the patient from finding possible weapons.
- The room should have a back door. This gives staff members an escape route if the patient blocks the main door.
- Do not enter a room alone if you think a patient may become violent. Take a staff “buddy.”
<table>
<thead>
<tr>
<th>3012</th>
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<tbody>
<tr>
<td>Health &amp; Safety Training</td>
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</tbody>
</table>

Safety training decreases the risk of violence.

Trained staff members know:
- Warning signs that a person may become violent
- How to calm a person down before violence breaks out

Training will be discussed in greater detail in the next lesson.

![Image: 3012.GIF](image)
After a violent incident, employees may feel traumatized. Employers should offer support. This support should include:

- Medical care
- Psychological evaluation
- Any necessary follow-up (counseling, support groups, stress debriefing, trauma counseling, employee assistance)
Evaluation & Recordkeeping

It is important to keep records of violence:
- Records can be used to evaluate the Violence Prevention Program.
- Security problems can be identified.
- Problems can be corrected.

OSHA’s Recordkeeping Rule requires employers to keep records of any work-related injury that results in:
- Death
- Days away from work
- Work restrictions
- Job transfer
- Medical treatment beyond first aid
- Loss of consciousness
- Diagnosis of a significant injury or illness

OSHA further recommends keeping records of:
- Workplace violence that does not result in injury
- Employee training on security and workplace violence
- Patients with a history of violence
Review

Reporting a violent incident is a good way to show your boss that you do not know how to do your job.
  a. True
  b. False

**TRUE / FALSE INTERACTION**

Correct: B

A: Incorrect. This statement is false. Employers know that employees cannot always prevent violence. They also know that reports of violence are helpful. Reports make it possible to identify, address, and correct security problems.

B: Correct. This statement is false. Employers know that employees cannot always prevent violence. They also know that reports of violence are helpful. Reports make it possible to identify, address, and correct security problems.
You have completed the lesson on Workplace Violence Prevention Programs.

Remember:
- All employers should have a Violence Prevention Program.
- A written plan should describe each part of the Program. The written plan also should clearly state the employer’s goals and policies.
- Management must be committed to the Violence Prevention Program. Employees must be involved. This includes reporting all violent incidents.
- A Threat Assessment Team should analyze the worksite. This analysis can help identify risk factors for workplace violence.
- Hazard controls can help reduce the risk of workplace violence.
- Staff should be trained on methods for calming situations down before violence breaks out.
- Employers should offer full support for workers after a violent incident.
- Records of workplace violence should be kept. This makes it possible to evaluate the Violence Prevention Program.
<table>
<thead>
<tr>
<th>Introduction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome to the lesson on recognizing and responding to combative behavior.</td>
</tr>
</tbody>
</table>
**Objectives**

After completing this lesson, you should be able to:

- Recognize signs of escalating combative behavior.
- Identify appropriate responses to each level of behavior.
Remember: Safety training is a key part of a Violence Prevention Program.

Training may include:
1. An explanation of the Violence Prevention Program
2. An explanation of how to report workplace violence
3. Methods and skills for dealing with violent and potentially violent people

Violence Prevention Programs and reporting procedures have details that are facility-specific. Check with your supervisor if you need more information.

This lesson will focus on how to recognize and respond to a threatening situation.
Remember: Patients often feel frustrated, vulnerable, and out-of-control.

These **feelings** can easily intensify. As a result, the patient’s **hostile behavior** is likely to intensify.

Hostile behavior tends to intensify (or escalate) through three levels:
- Tension
- Disruptiveness
- Violence

Let’s take a closer look at each level.
<table>
<thead>
<tr>
<th>Tension: Recognition</th>
</tr>
</thead>
<tbody>
<tr>
<td>A tense person is frustrated and highly sensitive.</td>
</tr>
<tr>
<td>The person may express one of the following beliefs:</td>
</tr>
<tr>
<td>o <strong>I am being threatened.</strong></td>
</tr>
<tr>
<td>o <strong>I am being deprived.</strong></td>
</tr>
<tr>
<td>o <strong>My requests are being ignored.</strong></td>
</tr>
<tr>
<td>Click on each of the above for ways in which a person might express each belief.</td>
</tr>
</tbody>
</table>

**CLICK TO REVEAL**

**I am being threatened.**
A patient might use body language to express this belief. This can take one of two forms:
- Defensive body language: huddled, muscles tensed
- Aggressive body language: upright posture, moving forward

**I am being deprived.**
A patient might make statements that express this belief. For example:
- I've been waiting an hour. Three patients have gone in to see the doctor ahead of me!
- My daughter is really sick. You people aren't doing a thing about it!

**My requests are being ignored.**
A patient might make statements that express this belief. For example:
- I told you, I don’t need to see the doctor! I just need a prescription for penicillin!
- My son can’t wait any longer. I told you he needed to see the doctor right away!
### Tension: Response

When a patient is tense:

- **Remain calm, quiet, rational, and professional.**
- **Apologize.**
- **Listen and ask questions.**
- **Summarize.**
- **Address the problem.**

Click on each of the above methods to learn more.

<table>
<thead>
<tr>
<th>CLICK TO REVEAL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Remain calm, quiet, rational, and professional.</strong></td>
</tr>
<tr>
<td>This response can help calm things down. Remember not to take tense behavior personally! In most cases, you are not responsible for the person’s frustration. You are simply the target. Do not get into a power struggle.</td>
</tr>
<tr>
<td><strong>Apologize.</strong></td>
</tr>
<tr>
<td>Use an apology to show sympathy. This can help calm the person down. It can also encourage cooperation. Consider an apology such as: <em>I’m sorry you’ve had to wait so long. I know that’s frustrating.</em></td>
</tr>
<tr>
<td><strong>Listen and ask questions.</strong></td>
</tr>
<tr>
<td>Show that you are interested and concerned by listening respectfully. Then ask follow-up questions. Again, this can help calm the situation. The person sees that he or she does not need to act even more aggressively to get your attention.</td>
</tr>
<tr>
<td><strong>Summarize</strong></td>
</tr>
<tr>
<td>You meet two goals when you sum up what you have heard the person say. First, you make sure that you have understood correctly. Second, you continue to show that you are interested and concerned. This continues to soothe the person’s feelings of being ignored and deprived.</td>
</tr>
<tr>
<td><strong>Address the problem.</strong></td>
</tr>
<tr>
<td>In this final step, state the problem. Ask the person to help you find a solution. You may need to bring in a supervisor or someone else who can help. Decide what you can do. Then let the person know. <em>Never promise more than you can do!</em>**</td>
</tr>
</tbody>
</table>

Point 6 of 13
If a tense person is not calmed down, that person may become disruptive.

A disruptive person:
- May use rude language
- May make verbal threats
- Does not think rationally
- Will not calm down easily
<table>
<thead>
<tr>
<th>Disruptiveness: Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>When responding to disruptive behavior:</td>
</tr>
<tr>
<td>o Stay calm. Choose your words carefully.</td>
</tr>
<tr>
<td>o Give clear instructions. Set clear limits.</td>
</tr>
<tr>
<td>o Continue to show that you want to help.</td>
</tr>
<tr>
<td>o NEVER touch the person.</td>
</tr>
<tr>
<td>o Signal for help.</td>
</tr>
</tbody>
</table>

Click on each of the above methods to learn more.

---

**CLICK TO REVEAL**

**Stay calm. Choose your words carefully.**
Stay calm to help calm the situation. Think about your choice of words. Certain words and phrases are likely to make the person even angrier. These include, *have to*, *can’t*, and *it’s not our policy*. Instead, use words and phrases such as: *I will...*, *will you...*, and *would you be willing...*.

**Give clear instructions. Set clear limits.**
Explain that you will not be able to help until the person stops certain behaviors (for example, swearing or making verbal threats). Be polite, but clear and firm. Continue to choose your words carefully.

**Continue to show that you want to help.**
Listen. Ask questions. Summarize.

**NEVER touch the person.**
Even a gentle touch can feel like an attack to a person who is very upset. The person may respond violently.

**Signal for help.**
An open call to security may make things worse. Signal for help without letting the person know.
**Violence: Recognition**

Violence is the most dangerous level of combative behavior. The person may:
- Yell.
- Scream.
- Become physically violent.
- Use a weapon.

![Image: Escalation of Combative Behavior](4009.GIF)
<table>
<thead>
<tr>
<th>Violence: Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>If a person becomes violent:</td>
</tr>
<tr>
<td>o Do NOT confront the person.</td>
</tr>
<tr>
<td>o Do NOT try to stop the person physically.</td>
</tr>
<tr>
<td>o Get yourself and others to safety.</td>
</tr>
<tr>
<td>o Call security and the police.</td>
</tr>
</tbody>
</table>

![IMAGE: 4010.GIF]

*Your TOP priority when violence occurs:*

*Get yourself and others to safety!*
Report all violence right away.

Remember!

Reporting all violent incidents can help make your workplace safer for everyone.
Flash Interaction: 4012.SWF/FLA

Drag and drop items from the word bank to fill in the following chart with levels of combative behavior, indicators of each level, and appropriate responses.

<table>
<thead>
<tr>
<th>Level of Combative Behavior</th>
<th>Possible Indicator</th>
<th>Appropriate Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tension</td>
<td>Is there any reason you've made me wait an hour to see the doctor? I told you how sick I am!</td>
<td>I'm sorry you've had to wait so long. I know that's hard when you're feeling bad. What time was your appointment?</td>
</tr>
<tr>
<td>Disruptiveness</td>
<td>If you don't take me back to see the doctor in the next five minutes, I'll just take myself. And I don't care how many nurses I have to kick out of my way!</td>
<td>Sir, I will do everything I can to get you back to see the doctor as soon as possible. I will go check on the situation now. Please sit down while I do that.</td>
</tr>
<tr>
<td>Violence</td>
<td>TAKE ME BACK TO SEE THE DOCTOR NOW!!!</td>
<td>Get to safety and call security.</td>
</tr>
</tbody>
</table>
Summary

You have completed the lesson on recognizing and responding to combative behavior.

Remember:
- The levels of hostile behavior are tension, disruptiveness, and violence.
- Tense people are frustrated and highly sensitive. They feel threatened, deprived, or ignored.
- Respond to tension by staying calm, apologizing, listening, asking questions, summarizing, and addressing the problem.
- Disruptive people are verbally abusive, irrational, and difficult to calm down.
- Respond to disruptive behavior by staying calm, choosing your words carefully, setting clear limits, showing that you want to help, and secretly calling for security. Never touch a disruptive person.
- Violent people yell, scream, act physically violent, and may use weapons.
- Respond to violence by getting yourself and others to safety. Then call security or the police. Never try to stop a violent person physically.
# Course Glossary

<table>
<thead>
<tr>
<th>#</th>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td></td>
<td>homicide</td>
<td>murder</td>
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<tr>
<td></td>
<td>NIOSH</td>
<td>National Institute of Occupational Safety and Health</td>
</tr>
<tr>
<td></td>
<td>BLS</td>
<td>Bureau of Labor Statistics</td>
</tr>
<tr>
<td></td>
<td>perpetrator</td>
<td>one who commits a crime</td>
</tr>
<tr>
<td></td>
<td>OSHA</td>
<td>Occupational Safety and Health Administration</td>
</tr>
<tr>
<td></td>
<td>combative</td>
<td>inclined to argue or fight</td>
</tr>
<tr>
<td></td>
<td>disoriented</td>
<td>confused</td>
</tr>
<tr>
<td></td>
<td>hypersensitivity</td>
<td>excessive sensitivity</td>
</tr>
</tbody>
</table>
[Workplace Violence]

Pre-Assessment

1. What is the reason for most violence in the healthcare workplace?
   a. Patients can become violent when they feel frustrated, vulnerable, or out-of-control.
   b. Drug dealers can become violent when they rob pharmacies for drugs to sell on the black market.
   c. Hospital employees can become violent with each other when they feel stress about their jobs.
   d. Muggers are violent when they rob hospital staff in the parking lot.

Correct: Patients can become violent when they feel frustrated, vulnerable, or out-of-control.
Rationale: Violence in the healthcare setting is most often related to patient stress.

2. Which of the following might occur due to workplace violence?
   a. Death
   b. Minor physical injury
   c. Serious physical injury
   d. Post-traumatic stress disorder
   e. All of these

Correct: All of these
Rationale: Victims of workplace violence may be injured physically or psychologically. Even death is possible.

3. Risk of violence in the healthcare setting is relatively high during ____________.
   a. Mealtimes
   b. Visiting hours
   c. Patient transportation
   d. All of these
   e. None of these

Correct: All of these
Rationale: Activity and patient interaction increase the risk of violence in the healthcare setting. Therefore, risk is relatively high during mealtimes, visiting hours, and patient transportation.

4. It is important for organizations to have an excellent workplace safety record. Therefore, Violence Prevention Programs should discourage employees from reporting violence.
   a. True
b. False
Correct: False
Rationale: Violence Prevention Programs should encourage reporting. Reports make it possible to correct problems with workplace security. Reports also make it possible for victims to get any medical or psychological help that they need.

5. A man runs into the emergency department. He is waving a gun. He yells, “You let my son die!” The best thing for you to do is:
   a. Get yourself and others to safety. Then call security.
   b. Tackle the man.
   c. Apologize right away. This shows that you are interested and concerned.
   d. Remain calm. Politely ask the man to put the gun down. Then listen to the man’s story.

Correct: Get yourself and others to safety. Then call security.
Rationale: When a person is violent, do not confront the person. Do not try to stop the person physically. Get yourself and others to safety. Then call security and the police.

6. A patient on your unit complains about the care she is receiving. Her body language and tone of voice are aggressive. What is your best response?
   a. Ignore the patient.
   b. Tell the patient that she is receiving excellent care. Tell her that she should be grateful for such outstanding care.
   c. Listen and ask question. This shows the patient that you are interested and concerned.
   d. Be just as aggressive as the patient is. This shows her that she cannot bully you into giving her special treatment.

Correct: Listen and ask question. This shows the patient that you are interested and concerned.
Rationale: When a patient is aggressive, listen and ask question to show interest and concern. This can help calm the patient down before he or she becomes disruptive or violent.

7. The most dangerous level of combative behavior is:
   a. Tension
   b. Violence
   c. Disruptiveness

Correct: Violence
Rationale: Violence is the most dangerous level of combative behavior.

8. The safest environment for a staff member examining a potentially violent patient is ____________.
   a. An exam room with lightweight furniture and cluttered countertops
   b. An exam room with heavy furniture and cluttered countertops
   c. An exam room with lightweight furniture and countertops free of clutter
   d. An exam room with heavy furniture and countertops free of clutter
Correct: An exam room with lightweight furniture and countertops free of clutter
Rationale: When a patient may become violent, the safest exam room has 1) lightweight furniture and 2) countertops free of clutter. This prevents the patient from 1) using a heavy item of furniture to trap or attack the staff member or 2) grabbing an item off the countertop to use as a weapon.

9. Your supervisor is planning a talk on workplace security. She wants to show that she is committed to the Violence Prevention Program. Which of the following statements would you recommend?
   a. Patients are entitled to a safe environment of care. Equally so, employees are entitled to a safe working environment.
   b. Employees should feel free to report workplace violence. However, they should realize that violence is just part of working in a hospital.
   c. Employees who experience violence should receive medical follow-up. However, anyone who may be psychologically harmed by violence has no place in healthcare.
   d. All of these are appropriate statements of commitment.
   e. None of these is an appropriate statement of commitment.

Correct: Patients are entitled to a safe environment of care. Equally so, employees are entitled to a safe working environment.
Rationale: Management should be committed to the safety of patients. Management also should be committed to the physical and emotional health and safety of employees.

10. A disruptive person is usually irrational and difficult to calm down.
   a. True
   b. False

Correct: True
Rationale: Disruptive behavior includes being irrational and difficult to calm down.

Final Exam
Question Title: Question 1
Question: In 1999, nonfatal workplace assault was ________ as common in hospitals as in private industry overall.

Answer 1: Half
Answer 2: Twice
Answer 3: Over four times
Answer 4: Nearly ten times

Correct Answer: Over four times
Answer Rationale: In 1999, there were 8.3 nonfatal workplace assaults per 10,000 hospitals workers. In private industry overall, there were 2.0 assaults per 10,000 workers

Question Title: Question 2
Question: Of the following, ________________ is at highest risk of experiencing workplace violence.

Answer 1: A pharmacist
Answer 2: A neurosurgeon
Answer 3: A nurse in a maternity ward
Answer 4: A nurse in a psychiatric ward

Correct Answer: A nurse in a psychiatric ward
Answer Rationale: Among healthcare workers, nurses and nursing aides are at highest risk. Within the hospital setting, violent incidents are most common in psychiatric wards, emergency rooms, waiting rooms, and geriatric units.

Question Title: Question 3
Question: Of the following, _______________ has the highest risk of workplace violence.

Answer 1: Voluntary admission of a patient
Answer 2: Providing services to a patient right away
Answer 3: Reminding a patient that he is not allowed to smoke in his room
Answer 4: Reminding a patient to make a follow-up appointment with the receptionist

Correct Answer: Reminding a patient that he is not allowed to smoke in his room
Answer Rationale: Violence is most likely when patients feel frustrated, vulnerable, or out-of-control. Setting or enforcing limits (for example, no smoking) may cause a patient to feel frustrated and out-of-control.

Question Title: Question 4
Question: Which of the following would be most likely to decrease violence in a healthcare facility?
Answer 1: Increased staffing in the facility
Answer 2: Increased public access to the facility
Answer 3: Increased patient transport within the facility
Answer 4: Increased access to firearms in local communities

Correct Answer: Increased staffing in the facility
Answer Rationale: Public access, patient transport, access to firearms, and understaffing all are risk factors for violence in the healthcare setting. Therefore, increased staffing would be most likely to decrease violence.

Question Title: Question 5
Question: To help prevent violence in a healthcare facility:

Answer 1: Identify patients with a history of violence.
Answer 2: Inform patients that the facility has a zero-tolerance policy for violence.
Answer 3: Chart and evaluate hostile and aggressive behavior in patients.
Answer 4: All of these answers are correct.
Answer 5: None of these answers is correct.

Correct Answer: All of these answers are correct.
Answer Rationale: All of these methods could help prevent violence in a healthcare facility.

Question Title: Question 6
Question: Risk of violence in the healthcare setting is decreased when ___________.

Answer 1: Staff members try to control threatening patients physically.
Answer 2: Staff members are trained to recognize and deal with combative behavior.
Answer 3: Staff members refuse to encourage “difficult” patients by listening to their complaints.
Answer 4: All of these answers are correct.
Answer 5: None of these answers is correct.

Correct Answer: Staff members are trained to recognize and deal with combative behavior
Answer Rationale: Trained staff members can help decrease violence by knowing how to calm tense situations.

Question Title: Question 7
Question: People might show tense behavior when they think they are being:

Answer 1: Ignored
Answer 2: Deprived
Answer 3: Threatened
Answer 4: Any of these answers
Correct Answer: Any of these answers
Answer Rationale: People get tense when they think they are being ignored, deprived, or threatened.

Question Title: Question 8
Question: A patient is acting in a disruptive way. You decide to take action. Which of the following statements is most likely to make the situation worse?

Answer 1: I will see what I can do.
Answer 2: I'm sorry, but it's against hospital policy.
Answer 3: Would you be willing to sit down while I check with my supervisor?
Answer 4: Please slow down and speak more calmly. That way, I can understand and help solve the problem.

Correct Answer: I'm sorry, but it's against hospital policy.
Answer Rationale: When dealing with a disruptive person, do not use phrases such as have to, can't, and it's not hospital policy. Use phrases such as I will, and would you be willing. Be polite, but firm. Give clear instructions. Set clear limits. Show that you want to help.

Question Title: Question 9
Question: Yelling and screaming show:

Answer 1: Tension
Answer 2: Violence
Answer 3: Disruptiveness

Correct Answer: Violence
Answer Rationale: Yelling, screaming, physical violence, and use of a weapon all show violence.

Question Title: Question 10
Question: Violent incidents should be reported only if someone is physically injured.

Answer 1: True
Answer 2: False

Correct Answer: False
Answer Rationale: All violence and potential violence should be reported.