

Workplace Violence Prevention

Presented by: Glenn Eiserloh, CHSP
Sr. Risk Consultant
LHA Trust Funds



MALPRACTICE TRUST

THE PHYSICIANS TRUST

WORKERS' COMPENSATION TRUST



CENTER FOR PERSONAL
PROTECTION AND SAFETY

FLASH POINT

For Healthcare

Workplace Violence

Behaviors that can cause:

- Personal injury
- Damage property
- Impede the normal course of work
- Cause staff, patients, and visitors to fear for their safety



Workplace Violence

- **Include:**
 - **Threats**
 - **Harassment**
 - **Intimidation**
 - **Bullying**
 - **Assaults**
 - **Stalking**
 - **Domestic Violence**

Myths

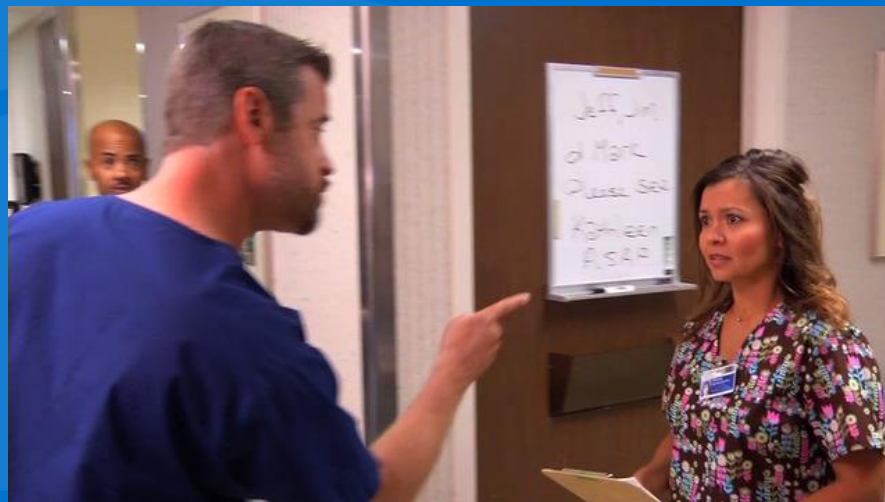
“It happened out of the blue...”

“He just snapped...”

“If left alone, events
will resolve themselves...”

“We can’t do anything
to stop it...”

“It couldn’t happen here...”

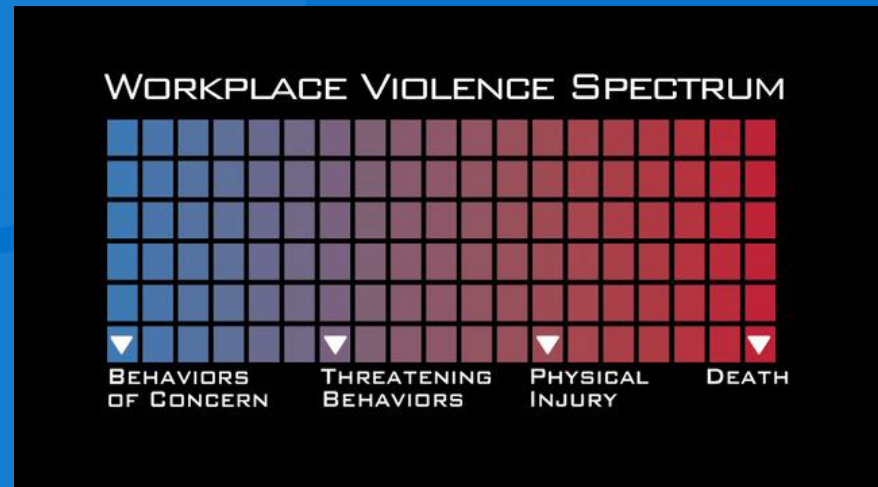


Workplace Violence Spectrum

WPV Spectrum

- May not be a linear progression
- To the right...acts of overt violence causing physical injury and/or death
- To the left... psychological and emotional violence
- To the far left... Behaviors of Concern

No profile of a workplace violence offender



Behaviors of Concern

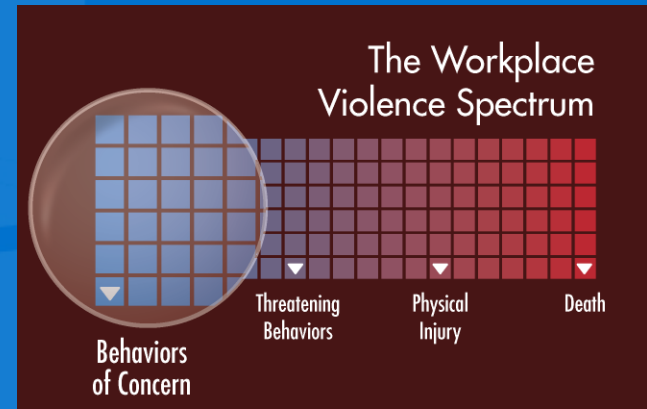
Behaviors that suggest potential for future violence

- If there's a behavior that makes you uncomfortable...
listen to that intuitive warning
 - “If you see something or sense something, say something”
 - May be an innocent explanation for behavior
 - BUT... if left unaddressed, could escalate and contribute to a toxic work environment

Behaviors of Concern

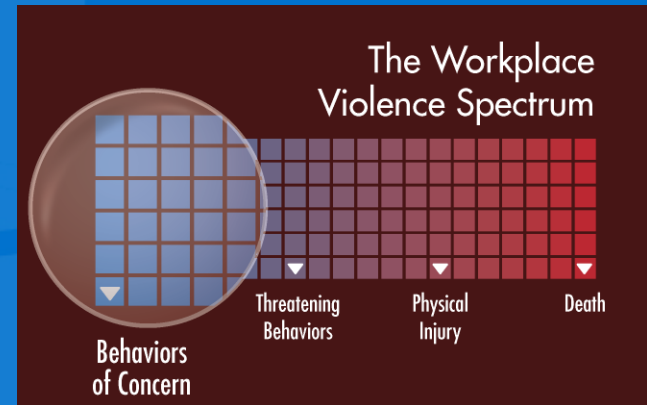
Indicators of potential violence...

- Threats, frequent aggressive outbursts, or excessive displays of temper
- History of threats/violent acts
- Ominous fascination with weapons and/or references to weapons, violent media content, or violent events



Behaviors of Concern

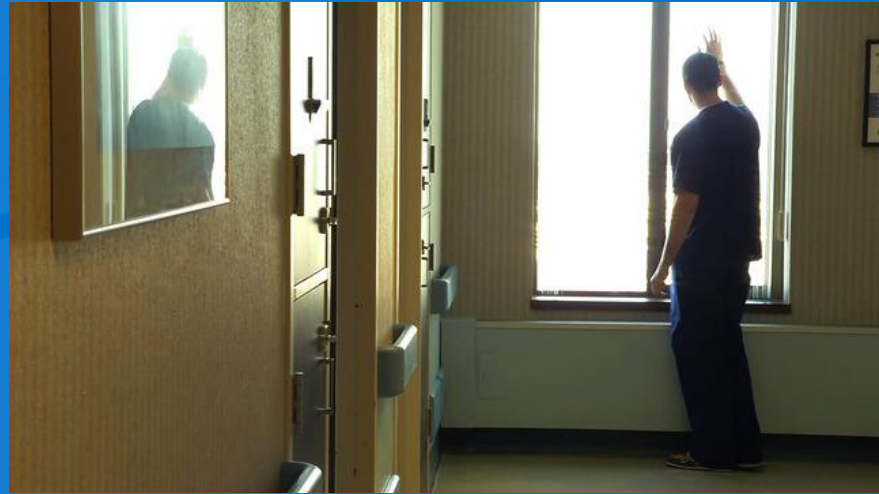
- Verbal abuse of co-workers, patients, or visitors; harassment through phone calls or emails
- Bizarre comments or behavior
- Holding grudges, inability to handle criticism, making excuses, and blaming others
- Chronic, hypersensitive complaints about persecution
- Making jokes or offensive comments about violent acts



Behaviors of Concern

SADNESS

- What begins as sadness may evolve into a serious depression and the potential for suicide



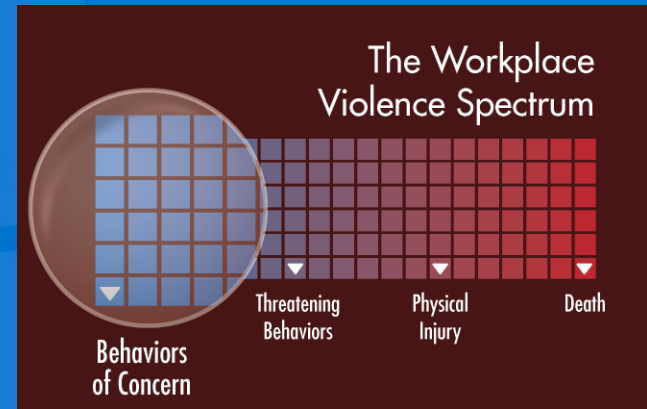
- Suicide is aggression turned inward; wherein homicide is aggression turned outward

Behaviors of Concern

CUMULATIVE EFFECT...

Minor, non-violent conflicts that go unresolved...until no longer manageable

- Intervening early may result in resolution before things gets out of control
- When people go into a crisis state, it affects the way they **THINK...FEEL** and... **BEHAVE**
- Frequency, duration, and intensity are critical criteria when evaluating Behaviors of Concern



Behaviors of Concern

Domestic Violence

- Pattern of behavior in which one intimate partner controls another through the use of:
 - Physical violence
 - Coercion
 - Intimidation
 - Threats
 - Isolation
 - Emotional, sexual, or economic abuse
- Affects nearly one out of four women in today's workplace



Behaviors of Concern

Domestic Violence

Employees may observe behaviors which might suggest violence at home

- Disruptive phone calls and emails at work
- Discomfort when communicating with others
- Anxiety and lack of concentration on the job
- Unexplained bruises or injuries
- Inappropriate clothing for the time of year
- Frequent work absences
- Unplanned use of personal time
- Disruptive visits to the workplace by a current or former intimate partner

Triggering Event

- A reprimand, termination, or layoff
- Financial troubles, a separation, a divorce, or a death in the family
- A loss, whether real or perceived, in someone's personal or professional life
- “Injustice collectors”
 - Will not forget or forgive those wrongs or the people they believe are responsible



Workplace Violence Formula

Awareness + Action = Prevention

- You can do something about many situations
- Action has to be appropriate and timely
- Without awareness and willingness to act, you truly become vulnerable

Flash Point

- **The point on the Workplace Violence Spectrum where actual violence occurs**
 - **Exact location can vary from one situation and individual to another**
- **Different actions in the work environment can trigger or cause a Flash Point**
 - **May be the result of non-work related situations**
 - **Domestic Violence**
 - **Other Personal Issues**

Reporting Options

- For lower level behaviors, might feel comfortable giving person a chance to talk or vent
- Report behavior to person in authority:
 - Supervisor, Human Resources, Security, Employee Assistance
 - 24/7 Tip Lines
 - Suggestion Box, Emails, or e-texts
 - Ombudsman
 - Ethics Hotline
 - Strength in numbers – team up if you need support



Summary

- **Work from a mindset of awareness**
 - **Don't ignore Behaviors of Concern**
 - **Will not go away and typically escalate**
 - **Learn how to recognize and diffuse potentially violent situations**
 - **Alert supervisors to concerns**
 - **Report all incidents**



Questions?

Glenn Eiserloh, CHSP

Sr. Risk Consultant

225.368.3821

glenneiserloh@lhatrustfunds.com



Questions?



MALPRACTICE TRUST

THE PHYSICIANS TRUST

WORKERS' COMPENSATION TRUST