Workplace Violence Prevention for the Healthcare Community

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Disclosures

Nothing to disclose
Disclosures

▲ This continuing nursing education activity was approved by the Virginia Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

▲ Criteria for successful completion includes attendance at the entire event and submission of a completed evaluation form.

▲ No individual in a position to control content for this activity has any relevant financial relationships to declare.
Disclosures

▲ This activity is being jointly provided by Inova Fair Oaks Hospital and Virginia Hospitals and Healthcare Association.
▲ The contact hours are provided on behalf of Inova.
Overview...

▲ Workplace Violence
- Definition
- Warning Signs
- Response Options
- Domestic Violence

▲ Compliance Considerations

▲ Hostile Intruder
- Courses of Action

▲ Active Shooter vs. Hostage Situation

▲ Real Life Story
Workplace Violence Definitions
An Evolving Conversation...

▲ A spectrum of behaviors including overt acts of violence, threats, and other conduct that generates a reasonable concern for safety from violence, where a nexus exists between the behavior and the physical safety of employees and others on-site or off-site when related to the organization.
  ▪ ASIS/SHRM WVPI 1-2011, Pg 5

▲ Violent acts (including physical assaults, and threat of assaults) directed toward persons at work or on duty
  ▪ OSHA, CPL02-01-052
Why the Healthcare Community is Addressing These Issues

▲ Prevalence
▲ Compliance
▲ Liability Exposure
  ▪ It is a “Foreseeable Risk”
▲ Impact on Reputation and Credibility
▲ Impact of Training
  ▪ It’s the Right Thing to Do
Flash Point for Healthcare
Threat Sources

▲ External
  ▪ Former employee, contractor /vendor or client

▲ Internal:
  ▪ Current or former employee, contractor, student or faculty

▲ Domestic situations

▲ Random/criminal
Triggering Event(s)

▲ Professional
  - Reprimand
  - Termination
  - Layoff

▲ Personal
  - Financial
  - Separation
  - Divorce
  - Death

▲ Typically involves LOSS (Control)
Workplace Violence Spectrum

The Workplace Violence Spectrum

▲ May not be a linear progression
▲ No profile of a violent offender
▲ Action Point | Flash Point
Behaviors of Concern

▲ Potential for future violence

- Prolonged Anger
- Holding Grudges
- Hypersensitivity to Criticism
- Blaming Others
- Collecting Injustices
- Preoccupation with Violence
- Obsessions
- Extreme Anxiety
- Extreme Sadness
- CHANGE

If you SEE something…
SAY something
Behaviors of Concern

▲ Don’t focus on “snapshots”
  ▪ No one behavior suggests a greater level of threat
  ▪ Significant changes in patterns of behavior are far more telling - Clusters
  ▪ Good indicator for future behavior is PAST behavior...
  ▪ Better indicator is RECENT PAST behavior!

▲ Behaviors are “SOS” distress signals

▲ Respond
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 1 out of 4 women in today’s workplace
Behaviors of Concern

As Related to Domestic Violence

- Disruptive Phone Calls & emails
- Discomfort with others
- Anxiety & Lack of Concentration
- Unexplained Bruises or Injuries
- Inappropriate Clothing for the Time of Year
- Frequent Work Absences
- Unplanned Leave Time
- Disruptive Visits
Workplace Violence Formula...

**Awareness + Action = Prevention**

You can do something about many situations
Action has to be appropriate
Without awareness and willingness to act, you truly become vulnerable
WPV – Trends
Guidance & Oversight

“Guidelines” becoming “Standards”

Five required areas

- What is WPV
- Warning signs
- Reporting
- Domestic Violence
- Extreme Violence
WPV – Trends
Guidance & Oversight

▲ Government Instructions on Investigations

▲ Highlights 2 Particular Sectors
- Healthcare
- Retail
Roadmap to Compliance...

Extreme Violence & WPV Prevention

Reach

Depth

Plan

Train

Simulate

Rehearse

Strategic Application

("Table Tops")

Crisis Mgt Team

Security Leadership

Application

(Advanced Training)

Threat Mgt Team

Knowledge

(W P V Prevention Seminars)

Managers & Supervisors

Awareness

(W P V Prevention Multi-media Products)

All Employees

Policies & Plans
What We Know:
ACTIVE SHOOTER Events...
Have Happened...
Will happen...
Happen anywhere...
DEALING WITH A HOSTILE INTRUDER
Shots Fired for Healthcare
Empowering the Individual

“When seconds count,
First Responders are minutes away”

Onset of Violence

“Immediate Responders”
Bridge the Gap

Hostage Situation
Active Shooter

Extreme Danger Gap

Arrival of First Responders
## Training the Individual

<table>
<thead>
<tr>
<th>Crisis Incident</th>
<th>Trained</th>
<th>Untrained</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moments to Hours</td>
<td>• Startle&lt;br&gt;• Anxiety&lt;br&gt;• Recall&lt;br&gt;• Planning Responses&lt;br&gt;• Proactive Behavior</td>
<td>• Startle &amp; Fear&lt;br&gt;• Panic&lt;br&gt;• Disbelief&lt;br&gt;• Denial&lt;br&gt;• Helplessness</td>
</tr>
<tr>
<td>Days to Weeks</td>
<td>• Frustration&lt;br&gt;• Ability to Bounce Back&lt;br&gt;• Control of Emotions&lt;br&gt;• Regret&lt;br&gt;• Realistic Goals</td>
<td>• Anger&lt;br&gt;• Hopelessness&lt;br&gt;• Profound sense of loss&lt;br&gt;• Resentment&lt;br&gt;• Unrealistic expectations</td>
</tr>
<tr>
<td>Weeks to Months</td>
<td>• Perseverance&lt;br&gt;• Efficacy&lt;br&gt;• Realistic Optimism</td>
<td>• Resignation&lt;br&gt;• Futility&lt;br&gt;• Depression</td>
</tr>
<tr>
<td>After the Event</td>
<td></td>
<td></td>
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<tr>
<td>Ultimate Personal Result</td>
<td>• Unscathed - Swift Recovery</td>
<td>• Lucky - Distressed - Shattered</td>
</tr>
<tr>
<td>Ultimate Organization Result</td>
<td>• Minimized Damage</td>
<td>• Exposed Vulnerability</td>
</tr>
</tbody>
</table>
Courses of Action

▲ Get Out
- Move quickly; don’t wait for others to validate your decision
- Leave belongings behind
- Survival chances increase
  › If not where shooter is positioned
  › Go where he can’t see you

▲ Call Out
- Inform authorities
- Call 9-1-1 and tell them name of shooter (if known), shooter description, location, number and type of weapons
- Contact Security
Courses of Action

▲ Hide Out

- May not be able to get out
  - Shooter between you and the only exit
  - Would have to enter area where shooter is positioned

- Hiding place
  - Well hidden and well protected
  - Avoid places that might trap you or restrict movement
Courses of Action

Keep Out

- Find a room that can be locked and with objects to hide behind
- Blockade door with heavy furniture
- Turn out lights; become totally silent
- Turn off noise-producing devices
- Call 9-1-1

(If you can do so without alerting the shooter)
Courses of Action

▲ Spread Out

- If two or more of you, DO NOT huddle together
  - Gives you options and makes it harder for the shooter
- Quietly develop a plan of action in the event the shooter enters

▲ Remain calm

- Can have a contagious effect on others
- Keeps others focused on survival
Courses of Action

▲ Take Out

- Assume shooter’s intentions are lethal
- Shooter will succeed in killing all those with whom he comes in contact, UNLESS you stop him
- Develop a survival mindset that you have “what it takes” to survive when your life is on the line
Courses of Action

▲ Take Out

- You must be prepared to do whatever it takes to neutralize the threat
  - Throw things, yell, use improvised weapons
  - If two or more of you, make a plan to overcome the shooter
  - Do the best that you can—choose to survive
Active Shooter vs. Hostage Situation

▲ Require different responses
▲ Active Shooter
   ▪ An armed individual who has used deadly force and continues to do so with unrestricted access
   ▪ Can involve
     › Single shooters, multiple shooters
     › Close encounters, distant encounters
     › Targeted victims, random victims
     › Single-room confrontations, mobile confrontations
   ▪ No two situations are alike
Active Shooter vs. Hostage Situation

▲ Hostage Situation

- Involves an armed and dangerous individual who may or may not have already used deadly force
- In most cases, his access will be restricted; significant difference is the containment of the offender and victim
- Motive can vary between substantive or expressive
Hostage Survival
Enhanced if You...

- Remain calm
- Follow directions
- Encourage negotiations
- Avoid sudden movements
- Appropriate eye contact
  - Culturally dependent
- Find the middle position
  - Not too assertive
  - Not too passive
- Humanize yourself
  - Become a person not an object

CALM – CONNECT - CAPITALIZE
Roadmap to Compliance...

Extreme Violence & WPV Prevention

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("Table Tops")
Crisis Mgt Team
Security Leadership

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(W PV Prevention Seminars)
Managers & Supervisors

Awareness
(W PV Prevention Multi-media Products)
All Employees

Policies & Plans

Reach

Simulate

Rehearse

Train

Plan
Real Life Story
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Confidence starts here

CPPS
CENTER FOR PERSONAL PROTECTION AND SAFETY

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