

## Workplace Violence Prevention Standards

Effective January 1, 2022, new and revised workplace violence prevention standards will apply to all Joint Commission accredited hospitals and critical access hospitals. According to US Bureau of Labor Statistics data, the incidence of violence-related health care worker injuries steadily increased for at least a decade. [Incidence data](#) reveal that in 2018 health care and social service workers were five times more likely to experience workplace violence than all other workers comprising 73% of all nonfatal workplace injuries and illnesses requiring days away from work. However, workplace violence is underreported, indicating that the actual rates may be much higher. Exposure to workplace violence can impair effective patient care and lead to psychological distress, job dissatisfaction, absenteeism, high turnover, and higher costs.

The high incidence of workplace violence prompted the creation of new accreditation requirements and revised Joint Commission standards provide a framework to guide hospitals in developing more effective violence prevention systems, including leadership oversight and procedures, reporting systems, data collection and analysis, incident strategies, training, and education to decrease workplace violence.

The accreditation manual glossary now defines workplace violence as an act or threat occurring at the workplace that can include any of the following: verbal, nonverbal, written, or physical aggression; threatening, intimidating, harassing, or humiliating words or actions; bullying; sabotage; sexual harassment; physical assaults or other behaviors of concern involving staff, licensed practitioners, patients, or visitors.

### Engagement with stakeholders, customers, and experts

In addition to an extensive literature review and public field review, The Joint Commission sought expert guidance from the following groups:

- Technical Advisory Panel (TAP) of practicing clinicians from health care and academic organizations, professional associations, and healthcare and government sectors.
- Standards Review Panel (SRP) of representative organizations or professional associations who provided a boots on the ground point of view and insights into the practical application of the proposed standards.

The prepublication for Joint Commission

## Standard EC.02.01.01: The hospital manages safety and security risks

**Requirement**

Cont.

**Standard HR.01.05.03: Staff participate in ongoing education and training.**

<p><b>Requirement</b></p>	<p><b>EP 29.</b> As part of its workplace violence prevention program, the hospital provides education, and resources (at time of hire, annually, and whenever changes occur in the workplace violence prevention program) to leadership, staff, and licensed practitioners based on their roles and responsibilities. The hospital determines what aspects of training are appropriate for individuals based on their roles and responsibilities. The training, education, and resources address, prevention, recognition, response, and reporting of workplace violence as follows:</p> <ul style="list-style-type: none"> <li>- What constitutes workplace violence</li> <li>- Education on the roles and responsibilities of leadership, clinical staff, security personnel, and external law enforcement</li> <li>- Training in de-escalation, nonphysical intervention skills, physical intervention techniques, and response to emergency incidents</li> <li>- The reporting process for workplace violence incidents</li> </ul>
<p><b>Rationale</b></p>	<p>Recognition of what constitutes workplace violence begins with awareness of the different types of physical and nonphysical acts and the effects of workplace violence. Additionally, education and training should focus on de-escalation and intervention techniques when confronted with incidents of workplace violence, incorporating violence prevention tools and encouraging the use of a simple and accessible reporting process. This will help to reduce the likelihood of health care staff being victims of workplace violence. R a-4.9 ( *245 0 00)0.9</p>



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## Workplace Violence Prevention Advisory Rosters