

TJC WORKPLACE VIOLENCE REQUIREMENTS

Avel eCare Training and Resources

BACKGROUND

Effective January 1, 2022, new and revised workplace violence prevention standards now 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 has 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. The new and revised Joint Commission standards provide a framework to guide hospitals in developing effective workplace violence prevention systems, including leadership oversight, policies and procedures, reporting systems, data collection and analysis, post-incident strategies, training, and education to decrease workplace violence.

RESOURCES

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

Workforce Training Videos: Drawing knowledge from experts in the field of safety and emergency management, Avel has created recorded online education for our partner sites to view when it fits into their own schedule. [Click HERE to view the videos.](#)

Standard LD.03.01.01: Leaders create and maintain a culture of safety and quality throughout the hospital.

In the event your staff feel they are in imminent danger, they should activate eCARE and request to “Page NORA” (Need Officer Right Away). Using this acronym will discretely activate law enforcement and/or security teams. If the threat is not within hearing distance, they can always just ask us to call 9-1-1

Safety Concerns (no immediate threat) In the event that something concerning to staff that does not warrant immediate law enforcement response, activate eCARE and ask that we help monitor the room. This request will prompt our staff to diligently monitor the safety of the environment. Recommended situations include known drug seekers who may become angry, patients with a history of threatening behavior, or any patient with a known weapon on self or in belongings.

[Click HERE to review the new requirements](#)

