We are here today to talk about aggressive behavior and what some of your options are within your facility.

The world is changing around us
- Violent behaviors are more common
  - Approximately 2 million workers are victims of workplace violence each year.

OSHA defines Workplace Violence as an assault, intimidating act, or threatening conduct which occurs in or is related to the workplace.
- Employers are required to provide a safe and healthful work environment.
- OSHA considers resident/patient to caregiver violence as workplace violence that must be protected against even when the individual does not have the necessary intent.
  - Includes but not limited to biting, kicking, scratching, spitting, verbal threats, etc.
Aggressive Behavior Management

- Form a committee or add to a current one
  - Committee members
    - Involve employees or leaders from all areas
    - Get to know your local law enforcement, make a connection
    - Invite local law enforcement as a committee member
  - Complete a Preventing Violence in Healthcare Gap Analysis
    - Can be found at the MN Department of Health Website
    - Helps you to identify what tools you already have in place and what areas still need work
    - Guides you in knowing how to move forward
- Administration Support
  - Employees need to know this comes from all management teams and is considered a priority
  - Write a zero tolerance work policy
    - Covers visitors, residents, tenants, patients, and employees; basically anyone in your facility at any given time
    - Review the policy upon admission; let your clients know that aggressive behavior is not acceptable

Aggressive Behavior Management

- Things to do:
  - Environmental assessment
    - Inside and Outside
      - Are there areas that are hidden or not visible to others
      - Can they be changed
    - Resident/patient room, for residents or patients who are known to have aggressive behaviors
      - Remove anything in the room that could be considered hazardous or move the item away from care/bed area
  - Ask staff what they think the hazardous areas are
    - We sometimes make assumptions that are different than how staff actually feel
- Educate and train employees
  - De-escalating training – Active Shooter
    - Local Police
  - What is considered violence
    - Employees have a difficult time recognizing violence in residents who have dementia or Alzheimer
    - Encourage employees to always report
      - Isn’t it sad when you get hurt so much, you can finally say ”I’m used to it”
- Create a report form
  - Easy to access
    - Consider paper form and on-line
  - Review all reports
    - Don’t forget to take care of your employees after an event
- Security
  - Train all staff to be observant; report anything suspicious
- Who responds
  - Form a group to respond
    - Training
  - Resident or patient – how to keep employees safe
    - 2 people in the room when possible
    - Set expectations during admission process
Aggressive Behavior Management

- Family member
  - Ask to calm down or leave
  - Call 911
- Employee
  - Ask to calm down or leave
  - Call 911
- Drills — if you have an emergency procedure a drill needs to be done
  - Work with local police
  - Work with local county emergency management

Questions?

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