

Workplace Violence Complaint Response Flow¹²
Non-behavioral health units of Acute Care Facilities

This document outlines a suggested workflow for response to a workplace violence complaint in which a patient or visitor (referred to here as “**Respondent**”) is accused of violence involving any NYC Health + Hospitals staff member in a non-behavioral health unit.

The goal is to provide individuals who believe they have experienced workplace violence with support, guidance and meaningful options for physical and psychological safety.

Workplace Violence (WPV) definition— any physical assault or acts of aggressive behavior occurring where a staff member performs any work-related duty in the course of employment including but not limited to:

- An attempt or threat, whether verbal or physical, to inflict injury upon an employee;
- Any intentional display of force which would give an employee reason to fear or expect bodily harm;
- Intentional/wrongful contact with a person without their consent that entails an injury;
- Stalking an employee with the intent of causing fear or material harm to the physical safety and health of such employee, when such stalking has arisen through and in the course of employment.

If a NYC H+H staff member is assaulted, swung at, chased, threatened in accordance with the above definition of WPV:

1) Immediate Incident Response:

Activate a violence towards staff code as per hospital/department protocol with designated responders to include:

- a. Behavioral Response Team (BRT) or BHA supervisor *if available*
- b. Hospital Police (HP)
- c. Administrator on Duty (AOD) or Assistant Director of Nursing (ADN)
- d. Wellness Director (or after-hours designee) after de-escalation, *if available*

2) Hospital Police:

Hospital Police (HP) separates the parties involved and restrains any violent offenders.

- a. Additional ways to expedite HP arrival to scene include:
 - i. Panic button
 - ii. Desktop SOS icon
 - iii. CISCO phone SOS button
 - iv. Overhead page, followed by call to HP line
- b. If Respondent is medically cleared and ready for discharge, or not a patient (e.g. visitor), HP to escort respondent outside of the facility. If the Respondent is a patient and has not been evaluated yet, expedited medical screening exam (MSE) can be offered, and if medical care completed, Respondent may be escorted out of facility.

3) Staff member who experiences work place violence (immediate response):

Staff who experience workplace violence should be encouraged to go to a place where they feel comfortable, including but not limited to:

- a. Remain where they are, if desired
- b. Register as a patient in the ED for evaluation/treatment
- c. Go to wellness room; if during day, involve wellness director
- d. Go home (*if possible, at discretion of supervisor, and after guided documentation*)

4) Pressing Charges: If an employee alleges that a physical attack occurred and it is substantiated as workplace violence, HP will ask if they would like to press charges.³ Most common charges may include:

¹ This workflow does not apply to staff on staff complaints.

² Please refer to the [NYC H+H WPV Prevention Policy Statement](#) for the official WPV Prevention policy.

³ Pressing charges may result in arrest, but all subsequent case events are subject to the judicial system processes.

- a. **Assault (NYS PL 120.05-Felony)** – This requires a physical injury,⁴ that must be documented if an arrest is requested. The process involves interviewing all parties and, providing proof of the injury. Proof can come from photos of visible injuries, or hospital documentation of an assessment that describes the injuries.
- b. **Harassment (NYS PL 240.26-Violation)** – This is an incident that does not result in a physical injury and requires that the incident occur in the presence of a Hospital Police Special Officer (watchpersons have no special officer enforcement authority).

5) Documentation to be completed as applicable:

Please note: Whenever possible, the employee who experiences WPV should receive support in completion of necessary documentation by supporting staff who are authorized to complete on their behalf:

Documentation / Form	How To Access	Purpose	Who Can Complete
WPV Form 2829	Desktop icon or via PeopleSoft Link: WPV Form 2829	Primary Source for documenting a WPV event including type of incident, relationship to alleged aggressor, date, time, location, description of event, injuries, involved individuals and witnesses. - Generates an automatic email with next steps and resources to employee, supervisor, HP/WPV prevention coordinator - If employee opts in when completing, will generate notification to H3 team for outreach to employee	- Employee or - Supervisor or - HP or ADN/Charge RN/AOD
Documentation of physical assault	Documented in EMR if staff member seeks medical care	- Documents harm to body, if present, that is necessary to press assault charges. - Statement of injuries/treatment (e.g. arm contusion requiring ice, elevation and non-steroidal anti-inflammatory agents).	Treating physician/provider
HP Statement Form	Provided by HP Officer during investigation	Documentation of statement of event by complainant and/or witness	Complainant or witness
587 Crime & Incident Report	Provided and completed by HP Officer during interview with employee	HP general documentation of a crime or incident occurring at NYC H+H	HP Officer during interview with employee
VOICE Report	VOICE Report	VOICE (Voicing Our Incidents, Concerns and Experiences) is the NYC H+H electronic Occurrence Reporting System. A report filed in VOICE is received by risk management, legal dept., HP, department/facility/system leadership.	Supervisor, AOD/ADN, or employee

⁴ Physical injury means impairment of physical condition or substantial pain. This will need to be documented, ideally in the medical record.

Additional forms to be completed for consideration for Worker's Compensation benefits:

Employee Notice of Injury (WCD-23)	Submit via email directly to LeavesWC@nychhc.org within 24 hours of the incident	• Notice to employer of injury on the job • To be completed to be considered for Worker's Compensation benefits	Employee of NYCHH
Election of rate of change (DP 2002)	Submit via email directly to LeavesWC@nychhc.org within 24 hours of the incident	• To be completed to be considered for Worker's Compensation benefits	Employee of NYCHH
1615 Supervisor Report of Occupational Accident or Injury	1615 Supervisor Report of Occupational Accident or Injury	• To be completed to be considered for Worker's Compensation benefits	Employee of NYCHH

- 6) **Employee Safety:** Regardless of whether the employee chooses to press charges, HP offers to accompany staff to their transportation (subway, car, etc.) that day. This can be offered regardless of whether there is bodily harm and can be offered if staff was threatened in a way that made them feel unsafe (within reason).
- 7) **HP Advisory Alert:** Upon review of WPV report, HP Chief/WPV Coordinator will review case and consider placing an HP Advisory Alert in EPIC (refer to HP Advisory document for further detail on its function). If an assailant returns to the facility at any point, once it is recognized that there is an existing HP Advisory Alert, HP can be asked to ensure there is HP presence (if not already present) while patient is in treatment.
- 8) **Leadership Response:** Departmental/facility administration are encouraged to reach out to staff who are assaulted as soon as possible after incident.
- 9) **Helping Healers Heal (H3):** Completion of WPV documentation form (2829) will automatically generate H3 contact information to the employee. In addition, if employee opts in when completing WPV documentation form, will generate notification to H3 team for outreach to employee.
- 10) **Departmental debrief** – Staff Assault root cause analysis with identification of any opportunities for improvement is recommended.
- 11) **WPV Committee Review:** Reviews WPV cases quarterly to identify opportunities for improvement.

Worker's Compensation Resources:

- [Workers' Compensation Program](#)
 - [H+H Supervisor's Report of Injury:
nychhcloud.sharepoint.com/sites/ERC/Shared Documents/Forms/AllItems.aspx?id=%2Fsites%2FERC%2FShared Documents%2F1615_Supervisors_Report%2Epdf&parent=%2Fsites%2FERC%2FShared Documents](#)
 - [Employee Notice of Injury :
\(nychhcloud.sharepoint.com/sites/ERC/Shared Documents/Forms/AllItems.aspx?id=%2Fsites%2FERC%2FShared Documents%2FEmployees_Notice_of_Injury_-_Form_WCD-23%2Epdf&parent=%2Fsites%2FERC%2FShared Documents\)](#)
- [Election of rate of change:
nychhcloud.sharepoint.com/sites/ERC/Shared Documents/Forms/AllItems.aspx?id=%2Fsites%2FERC%2FShared Documents%2FElection_of_Rate_DP-2002%2Epdf&parent=%2Fsites%2FERC%2FShared Documents](#)

Other Documents/Resources:

- [WCD 26 – Witness statement: City of NY notice to employer of witness of injury on the job](#)

nychhccloud.sharepoint.com/sites/ERC/Shared Documents/Forms/AllItems.aspx?id=%2Fsites%2FERC%2FShared Documents%2FWitness_Statement_Form_WCD-26%2Epdf&parent=%2Fsites%2FERC%2FShared Documents

- Employee Assistance Program (EAP): [212-306-7660](tel:212-306-7660) / eap@olr.nyc.gov
- Helping Healers Heal (H3): <https://h3portal.nychhc.org/>
- WPV Prevention Policy nychhccloud.sharepoint.com/sites/ERC/Shared Documents/Forms/AllItems.aspx?id=/sites/ERC/Shared Documents/WPVP Program NYC H%2BH 2024_11.14.24.pdf&parent=/sites/ERC/Shared Documents