

To-Do List by Role: Workplace Violence Complaint Response

This document is the NYC Health + Hospitals suggested **workflow to follow any staff member workplace violence (WPV) event (except for staff on staff violence)**. The goal of this workflow is to **provide individuals who experience workplace violence with meaningful options for physical and psychological safety** and can be followed at the discretion of the staff member who alleges a WPV complaint.

Workplace Violence definition– any physical assault or acts of aggressive behavior occurring where an employee 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 staff member is assaulted, swung at, chased, threatened in accordance with the above definition:

Unit Staff To Do List

- 1) Activate a violence towards staff code as per facility protocol with designated responders:
 - a. Behavioral Response Team (BRT) *if available*
 - b. Hospital Police (HP)
 - c. Administrator on Duty (AOD) or Assistant Director of Nursing (ADN)
 - d. BHA supervisor *if available*
 - e. Wellness Director (or after-hours designee) after de-escalation
- 2) Alternative/additional ways to expedite HP arrival to scene include:
 - a. Panic button
 - b. Desktop SOS icon
 - c. CISCO phone SOS button
 - d. Overhead page, followed by call to HP line
- 3) Provide medical support/evaluation/treatment to employee as needed
- 4) If injury occurred, and complainant seeks treatment internally, treating provider creates statement of employee's injuries/treatment in the EMR and in the 1615 form
- 5) If possible, expedite medical evaluations/treatment/medical clearance for discharge of Respondent (the latter refers to the patient or visitor)

BHA or BHA supervisor To Do List

- 1) Assist in de-escalation and restraint of agitated patient, referred to here as the respondent
- 2) Participate in debrief of incident

Employee who experiences WPV To Do List

To-Do List by Role: Workplace Violence Complaint Response

- 1) Staff who experience workplace violence can choose to go anywhere 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/documentation of injuries as appropriate.
 - c. Go to wellness room if conditions permit; if during day, involve wellness director
 - d. Go home (*if possible at discretion of supervisor, and after guided documentation*)
- 2) Documentation:
 - a. Interview with HP where an **“HP statement form”¹** and/or a **587 Crime and Incident report** is filled out.
 - b. **Complete WPV Form 2829 via PeopleSoft or desktop icon.** This form is the primary source for WPV reporting and can be completed by complainant OR their supervisor (at employee’s discretion) OR hospital police OR ADN/charge RN/AOD. Submitting the 2829 results in an automatic email with next steps and resources to: the complainant, to their supervisor, HP/WPV prevention coordinator. Helping Healers Heal (H3) will get flagged and reach out to complainant for debriefing, at complainant’s discretion.
 - c. To be considered for Worker’s Compensation benefits, H+H employees complete and return the **Employee’s Notice of Injury (WCD-23)** and **Election of Rate (DP 2002)** form via email directly to LeavesWC@nychhc.org within 24 hours of the incident. Staff complete their portion of the [1615 Supervisor Report of Occupational Accident or Injury](#) Form.
 - d. **VOICE report** filled out by either employee or supervisor: cascades to risk, legal, HP, C-suite.
 - e. If applicable, treating provider completes their part of 1615 statement of injuries/treatment (e.g. arm contusion requiring ice, elevation and non-steroidal anti-inflammatory agents).
- 3) Debrief with Helping Healers Heal (H3), who will provide resources of benefits, emotional support. If employee opts in when completing WPV reporting form, will generate notification to H3 team for outreach to employee. Employee can also self-initiate H3 at any point using contact information provided in email or H3 website.

Supervisor To Do List

- 1) Encourage employee to:
 - i. Seek medical evaluation/treatment as appropriate
 - ii. Take break/go to wellness room
 - iii. Go home if appropriate and possible
 - iv. Assist employee in completion of:
 1. WPV Form 2829 via PeopleSoft or desktop icon
 2. VOICE Report
 3. Worker’s Compensation forms (if appropriate)
 - a. For H+H employees: **Employee’s Notice of Injury (WCD-23)** and **Election of Rate (DP 2002)** form
 - b. For affiliate and agency staff: [1615 Supervisor Report of Occupational Accident or Injury](#) Form

¹ Statement Form can be filled out by various parties, including but not limited to: complainant, witnesses/bystanders.

To-Do List by Role: Workplace Violence Complaint Response

- 2) Place EMR violence flag (if appropriate)
- 3) Request HP Advisory placement (if appropriate)
- 4) Encourage H3 debriefing for staff member
- 5) Departmental debrief of the event – staff assault RCA counterpart

Hospital Police To Do List

- 1) Hospital Police (HP) **separates the parties involved and secures any violent offenders** if BHA not available.
- 2) If Respondent is medically cleared or not a patient (e.g. family of patient), HP to escort Respondent outside of the facility. If the respondent is a patient and has not been evaluated yet, expedited Medical Screening Exam sought from provider, and if medically stable, respondent escorted out of facility.
- 3) Begins incident investigation.
- 4) If a staff member who experiences workplace violence alleges that a physical attack occurred,² HP will ask if they would like to press charges and take appropriate action as per facility protocol
- 5) Interview appropriate parties to fill out **“HP statement forms”³** and/or **a 587 Crime and Incident report**. HP to clarify that complainant must complete **2829 form**.
- 6) Regardless of whether the staff member chooses to press charges, if the staff member feels unsafe, HP offers to accompany staff to their ride (subway, car, etc.) that day.⁴
- 7) HP Chief/WPV Coordinator considers placing an HP Advisory Alert in EPIC (refer to HP Advisory document for further detail on its function). If the Respondent returns to the facility at any point, once it is recognized HP can be asked to ensure there is HP presence (if not already present) while patient is in treatment. HP will collaborate with provider team to facilitate expedited MSE, and if stable, expeditious disposition.

WPV Coordinator/HP Chief To Do List

- 1) Conducts case review with focus on identifying opportunities for System improvement
- 2) Reviews case and considers for possible placement of HP Advisory flag if appropriate

H3 Team

If staff member opts in when completing WPV form, H3 team reaches out to staff member within 72 hours to offer H3 debrief, offer emotional support and other resources. Staff member can also self-initiate H3 at any point ([Helping Healers Heal - Home \(sharepoint.com\)](https://www.sharepoint.com)).

² Physical injury means impairment of physical condition or substantial pain. This will need to be documented, ideally in the medical record.

³ Statement Form can be filled out by various parties, including but not limited to: complainant, witnesses/bystanders.

⁴ This can be offered regardless of whether there is bodily harm. This can be offered if staff was threatened in a way that made them feel unsafe (within reason).

AOD/ADN/Departmental and Facility Leadership To Do List

- 1) Facilitate Completion of 2829 form.
- 2) Facilitate departmental debrief – Staff Assault RCA counterpart.
- 3) Ensure departmental and facility leadership reach out to employee as soon as possible after event

Additional Resources

- [Workers' Compensation Program](#)
 - [H+H Supervisor's Report of Injury](#)
 - [Employee Notice of Injury](#) – Law department workers' compensation division
 - [Election of rate of change](#) against annual and/or sick leave balances for absence due to injury sustained in the performance of official of official duties (city of New York)
 - [WCD 26 – Witness statement](#)
- Employee Assistance Program (EAP): [212-306-7660](tel:212-306-7660) / eap@olr.nyc.gov
- Helping Healers Heal (H3): <https://h3portal.nychhc.org/>