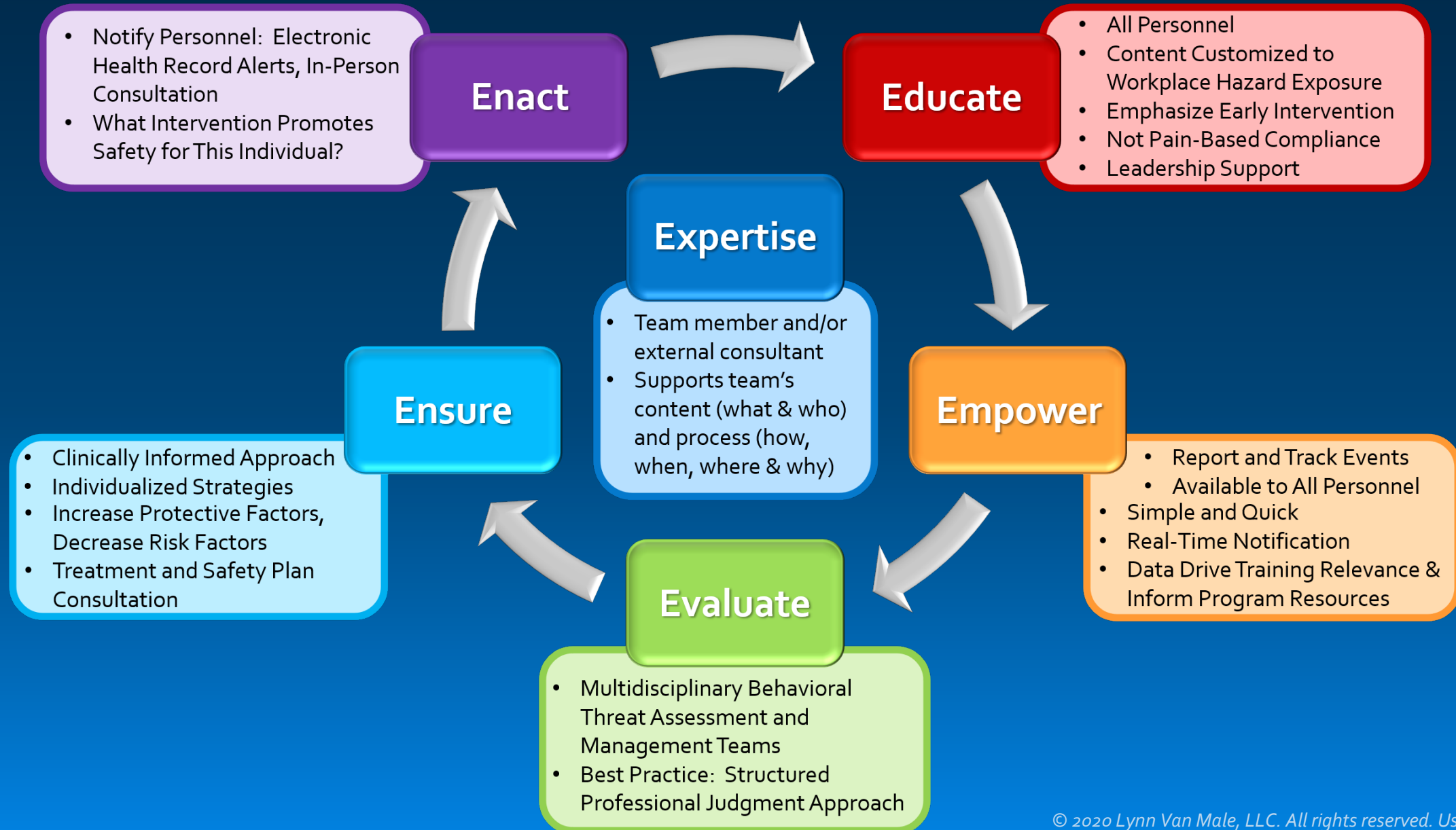


Healthcare Is For Healing: Promoting Risk Management Through Comprehensive Workplace Violence Prevention & Intervention Programs

Lynn M. Van Male, PhD, CTM



Comprehensive Violence Prevention & Intervention in Healthcare: Program Model



Lesson Learned

- ✓ Guarantee a process, not an outcome
- ✓ Know the rules (e.g., regulations, accreditation requirements, standards, best-practice guidelines, etc.)
- ✓ Avoid “Zero Tolerance” language in WVP&I policies, program documents, etc.
- ✓ Employee education is necessary, but not sufficient, for creating comprehensive WVP&I programs
- ✓ Event reporting and data systems:
 - Report any behavior causing a safety concern
 - Build downstream systems and processes before activating event reporting systems
- ✓ Evaluate reported behaviors using multidisciplinary teams trained in behavioral threat assessment and management (BTAM) best practices (i.e., structured professional judgement)
- ✓ Develop individualized threat management plans
 - Assess before manage
 - There are no “if this, then do that” solutions that always work
 - Focus on strengths, weaknesses, and unmet needs
 - Healthcare access **is** violence prevention; leverage social determinants of health
- ✓ Electronic health record alerts are a communication tool, not an intervention in and of themselves
- ✓ BTAM works in healthcare!
- ✓ For additional information, please see:
 - Association of Threat Assessment Professionals <https://www.atapworldwide.org/>
 - American Hospital Association and FBI Behavioral Analysis Unit collaboration resources <https://www.aha.org/behavioral-threat-assessment-and-management-prevent-and-protect>
 - The Joint Commission Knowledge Library <https://www.aha.org/behavioral-threat-assessment-and-management-prevent-and-protect>

Thank You!

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