ASHRM AMERICAN SOCIETY FOR HEALTHCARE RISK MANAGEMENT

safe and trusted healthcare

Proactive Prevention

Physician or Third Party Professional to Staff Violence/ Harassment	Tools/Example Policies	Your Plan
❑ Pre-engagement background checks and screening	The CDC online training courses for nurses on workplace violence Lectures from local law enforcement Adapting and modifying CDC Online Training Courses (PDF) CPI: Workplace Violence Training CPI: Workplace Violence Continuum	
❑ Medical Staff Bylaws/Professional Code of Conduct clearly addresses: Workplace Violence/Harassment		
❑ Any contracts/agreements with on-campus third party contractors or vendors clearly addresses: Workplace Violence/Harassment • Contract language provides explicit expectations re: workplace violence and termination clause protects facility interests		
❑ Zero tolerance policy		
❑ Clear, transparent peer review and other accountability structure		
❑ Provide and encourage use of facility contact or incident reporting system to report concerns & frustrations before they escalate		
❑ Train facility leaders to recognize and mitigate as they liaison with contractors and Medical Groups		
❑ Training in de-escalation techniques and respectful communication (Team Stepps, CPI, etc…)		
❑ Annual Culture of Safety Survey; measure MD & vendor perceptions of workplace safety		
❑ EOC surveillance of incident reports and trends; identify high-risk areas and intervene		

Notes:

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