ASHRM AMERICAN SOCIETY FOR HEALTHCARE RISK MANAGEMENT

safe and trusted healthcare

Proactive Prevention

Visitor/Family to Staff Violence	Tools/Example Policies	Your Plan
❑ Staff Training: • Recognize precursor signals of violence • Divorced/ estranged patients • Parental loss of custody • Victim of gang violence or other criminal activity • Domestic violence survivor • Agitated/impaired/aggressive visitors (ICU/ED patients) • Medical record documentation expectations • De-escalation and self-defense training • Family and Visitor Guidelines published and posted • Policy for security escort off campus	Prevention Policy (PDF) Policy and Procedure (PDF) Article (PDF) CPI: Workplace Violence Training CPI: Workplace Violence Continuum	
❑ Environmental Security • Locked/restricted access (infants/intensive care/ER/ability to "lock down") • Security rounds/panic switches/lighting/alarms/video monitoring		

Notes:

ASHRM | 155 N. Wacker Drive, Suite 400 | Chicago, IL 60606
Phone: (312) 422-3980 | Fax: (312) 422-4580 | E-mail: ashrm@aha.org