Purpose and Scope

UC Davis Health will not ignore, condone, or tolerate acts of workplace violence committed by or against any member of the University community or by any patient, visitor, or other person.

In compliance with Title 8, California Code of Regulations, Section 3342 (T8 CCR 3342), UC Davis Health (UCDH) will establish, implement and maintain an effective Workplace Violence Prevention Plan (WPVPP). As part of the Injury and Illness Prevention Plan (IIPP), the WPVPP is in effect at all times in every unit, service, and operation related to the healthcare system. This plan will be specific to the hazards and corrective measures for the unit, service, or operation, and will be available to employees at all times. This plan establishes and implements the system to achieve its effectiveness for the overall facility. The plan will be reviewed at least annually in conjunction with employees and their representatives regarding the employee’s respective work areas, services and operations.

Workplace violence covered by this plan includes any act of violence or threat of violence that occurs at the worksite. This includes the threat or use of physical force against an employee as well as the threat or use of a firearm, dangerous weapon, or common object used as a weapon.

Roles and Responsibilities

Workplace Violence Administrator

The Workplace Violence Administrator for UCDH is Michael Lillie, Workplace Violence Investigations Manager. The Workplace Violence Administrator has the authority and responsibility for implementing the provisions of this plan for UCDH. The Workplace Violence Administrator supports the Hospital Administration Executive Director and is responsible for coordinating the daily activities of the Workplace Violence Prevention Unit. All managers, supervisors and employees are responsible for implementing and maintaining the WPVPP in their work areas and for answering employee questions about the program. The WPV Administrator will provide a WPV report for executive leadership, at least annually.

Workplace Violence Prevention Executive Committee

The WPVVP Executive Committee (WPVPEC) is charged to assess workplace violence at UCDH, determine preventive actions and ensure compliance with T8 CCR 3342. The WPVPEC will also conduct an annual audit of the UCDH’s Workplace Violence Prevention Plan. The WPVPEC will be meet on a quarterly basis and will also convene as needed. The WPVPEC is
chaired by the WPV Administrator and its members are listed below:

WPV Administrator (Chair)
Executive Directors, PSD
Executive Director, Hospital Administration
Chief PCS Officer
Captain, UCDPD
Psychologist, ASAP
Nurse Director, ED
Director, EH&S
Physicians
Risk Management
Executive Director, Ambulatory Clinics
Executive Director HR
Executive Director ELR
Executive Director, Patient Care Services Administration
Psychiatric Mental Health Advanced Practice Nurse
Nurse Practitioner, PCS
WPVP Unit Investigators

Safe Campus Advisory Committee (SCAC)

The Safe Campus Advisory Committee (SCAC) is a sub-committee of the WPVPEC. The SCAC will be made up of UCDH employees and UCDH represented employees. The SCAC will be charged with reviewing, discussing, implementing corrective actions, identifying and evaluating workplace violence incidents, hazard assessments, actions, training, investigations, reporting, debriefing and all other criteria in T8 CCR 3342. The SCAC will be meet on a monthly basis and will also convene on an as needed basis. The SCAC is chaired by the WPV Administrator and its members are listed below:

WPV Administrator (Chair)
WPVP Unit Investigators
UCDPD
Security
EH&S
Nursing
Center for Advocacy and Resources Education
Home Health and Hospice Services
ASAP
EL&R
Various represented and non-represented employees including, but not limited to, Workers Compensation, Lift Team, Clinics, Environmental Services, Physical Therapy, Food and Nutrition, School of Nursing/Medicine.

Threat Assessment Team

A Threat Assessment Team is established to respond to serious, credible threats at UCDH and determine any mitigation actions to be taken.
Procedure for Reporting Threats

Any UCDH employee or contractor can report any threat internally through RL Datix or to University of California Davis Police Department (UCDPD) without fear of reprisal. Employees will not be discharged or discriminated against for reporting workplace violence incidents.

Threats must be reported as soon as possible to the employee’s manager or supervisor, the WPVP Unit or UCDPD, and within 12 hours. Urgent or dangerous incidents must be reported immediately to the UCDPD at (916) 734-2555 within the hospital or clinics or by calling 911 for UCDPD assistance. Threats of workplace violence must be documented as soon as possible using an incident reporting solution RLDatix by the employee, or the supervisor or manager of the Department if the employee is unable to do so.

It is recognized that many threats will be assessed at the line-level and deemed not necessary for follow-up. Factors to consider when assessing include, but are not limited to, the nature of the threat, if an employee is making the threat, the ability of the individual making the threat to carry it out, access to weapons and the urgency of the situation. The threat assessment committee can be activated at any time and will be responsible for reviewing threats on an as needed basis.

Additionally, this group will be responsible for coordinating follow-up investigations and documentation, ensuring a post-incident de-brief, and any follow-up on environmental risk factors and risk-reduction measures. The Threat Assessment Team is chaired by Risk Management and its members shall be represented by the departments/units listed below are listed below.

- Risk Management
- UC Davis Police Department
- Workplace Violence Prevention Unit
- Employee and Labor Relations
- Human Resources
- Academic and Staff Assistance Program

In addition, other staff may be asked to participate due to their area of expertise or responsibility, on an as-needed basis.

Workplace Violence Reporting Procedures, Incident Response and Investigation

Members of the UCDH community who experience an act of workplace violence must notify their supervisor or manager as soon as possible and report the event to the Workplace Violence Prevention Unit using the RL Datix reporting system, as described in this policy. Supervisors and managers who are made aware of an employee who experienced a workplace violence event, or reasonably believe such an act has occurred, are responsible for partnering with the affected employee and ensuring the incident is reported to the Workplace Violence Prevention Unit using the RL Datix reporting system, as required.
Any UCDH employee or contractor can report any threat or act of workplace violence internally through RL Datix or to University of California Davis Police Department (UCDPD) without fear of reprisal. Employees will not be discharged or discriminated against for reporting workplace violence incidents.

Violence must be reported as soon as possible to the employee’s manager or supervisor and to the WPVP Unit via RLDatix. Urgent or dangerous incidents must be reported immediately to the UCPD by the following ways:

- To the UCDPD at (916) 734-2555 or 911, or via Vocera.
- If location is a clinic on the main campus, by calling 911.
- If at a clinic, by calling 911 for the law enforcement agency providing services in that area.

Acts of workplace violence must be documented as soon as possible using the incident reporting system RLDatix by the employee, or the supervisor or manager of the Department if the employee is unable to do so. Incidents which, by definition, are WPV will be investigated as required. A WPV Prevention Unit Investigator will determine the Type of violence committed, list the incident in the Violent Incident Log, and report back to the applicable department via RLDatix or as necessary.

The WPVPEC and the SCAC will assist in the development, implementation and review of UCDH’s WPV reporting processes via their respective committees, as defined in this WPVPP.

At the first sign of patient aggressive, disruptive, violent, sexually inappropriate, or threatening behaviors, staff shall provide themselves a safe distance and notify one of the following immediately:

- UC Davis Police / Security via 911 and/or Vocera.
- Charge Nurse
- Department Manager
- Nursing Supervisor
- Attending or Resident physician

Once an incident has been reported and mitigated, Managers and Supervisors, along with the affected employee(s) will be responsible for documenting the incident using RL Datix. All UCDH employees are instructed through annual training and supervision to report the incident in RL Datix. The RL Datix incident is then evaluated by the WPVP Unit to determine if it meets the WPV criteria and, if so, determines if it is a CalOSHA reportable incident. The following steps should be completed during each WPV incident.

- Render the incident scene safe and secure to ensure a WPV incident will not re-occur. This should be accomplished by utilizing available staff, the Behavioral Escalation Support Team (BEST), UCDP and /or Security.
- Identifying the parties involved
- Conduct follow-up investigation
- Conducting post-incident debriefing as soon as possible after the incident
- Conduct a work area assessment
• Document the investigative steps taken
• Correct any workplace safety hazards that were identified

All WPV incident will be tasked to the respective UCDH supervisor or manager for follow-up investigation and to the UCD Police Department for review to determine if a criminal investigation and/or prosecution is needed. UCDH supervisors and managers are responsible for properly conducting a post-incident response. The manager or supervisor conducts a follow-up investigation and debrief by reviewing the facts of the incident; contacting involved staff; assessing the physical workspace to determine if modifications to enhance safety are necessary; and offering suggestions for future mitigation of violence. The manager shall document the follow-up and debriefing on the appropriate follow-up/debrief form. The UCDH unit supervisor or manager, who has responsibility over the respective incident, is responsible for following up with the reporting employee and any corrective actions taken. The WPVP Unit will assist the employee, the unit managers/supervisor and the UCD Police Department with the incident. All investigative steps shall be entered and stored in RL Datix, excluding administrative and criminal investigations, by the respective parties. UCDH supervisors and managers are responsible for providing the WPVP Unit with the completed follow-up/debrief investigation form. A WPV Investigator may conduct additional follow up with the affected personnel if necessary. The WPVP Unit is responsible for closing the incident in RL Datix once all the unit managers have signed off on the incident.

CalOSHA Reporting

The WPVP Unit determines if a WPV incident meets the CalOSHA reporting requirements and will report these incidents in the following time frames, per T8 CCR 3342.

24 Hour

If the incident results in an injury requiring hospitalization beyond observation, involves the use of a firearm or other dangerous weapon, or presents an urgent or emergent threat to the welfare, health, or safety of UCDH personnel, the WPVP Unit will report the incident to CalOSHA within 24 hours.

72 Hour

All other incidents of violence that involve the use of physical force will be reported to CalOSHA within 72 hours.

Communication

The WPVPPEC, the SCAC, the WPVP Unit, Human Resources, UCDPD and all managers and supervisors will be responsible for disseminating information to employees regarding the results of workplace violence investigations and any corrective actions taken, in accordance with all privacy laws. This dissemination will be required when requested by the employee.

Managers and Supervisors will be responsible for documenting and communicating to employees between shifts and units when there are conditions that may increase the potential for workplace violence. This information will also be reported to the WPVP Committee and security by the supervisor or manager of the Department.
UCD Human Resources and Purchasing will be responsible for informing employers of contract or temporary employees of the UCDH WPVP Program, including the Plan, workplace violence prevention training, proper methods to report and investigation of workplace violence incidents that may affect their employees. Unit Managers/Supervisors are responsible for providing unit-specific plan information to all contract or temporary employees assigned to their unit/area.

**Workplace Hazard Assessment**

The Workplace Violence Unit, together with assistance from managers, supervisors and UCPD will be responsible for conducting and assessing workplace hazards. These assessments will also include a security assessment performed in conjunction with UCPD. The environmental risk assessments will include, but not be limited to the following factors: employees working alone, remotely or at early or late hours, poor illumination or visibility, lack of physical barriers, lack of effective escape routes, obstacles and impediments to access alarm systems, locations where alarm systems are not operational, entryways where unauthorized entrances may occur, presence of furnishings or objects that could be used as weapons in patient contact areas and storage of high value items, currency or pharmaceuticals. These assessments, individual departmental or unit WPVPPs, shall be electronically stored in our Procedures system and placed in every department/units red binder that is accessible to all departmental and unit employees at all time. The individual WPVPPs placed in the red binder shall have both a full copy of this UCDH WPVPP and a full copy of T8 CCR 3342 attached.

**Fixed Workplaces**

Workplace hazard assessments will be conducted for every facility, unit, service or operation as necessary based on environmental factors, but not less than annually. Assessments will be conducted using the workplace violence environmental hazard assessment tool and must be conducted in every unit and area, including outdoor areas like parking lots and grounds.

**Field Operations**

Employees engaged in field operations, such as mobile clinics, dispensing operations, medical outreach, home health care or home-based hospice will be trained to conduct environmental hazard assessments for their off-site operations. Prior to patient-contact work being conducted the hazard assessments must be completed and communication procedures created for dispatching law enforcement and notifying supervisors or management as appropriate. If during the course of the field operations conditions change, the risk assessment must be updated.

**Patient Specific Hazard Assessment**

Employees will be notified by Emergency Department (ED) Registration, External Emergency Medical Services (EMS), or the ED Charge Nurse of patient’s mental status and conditions that may cause the patient to be nonresponsive to instruction or to behave unpredictably, disruptively, uncooperatively, or aggressively, or if the patient has a known history of violence against others.
Paramedics or emergency medical service providers will follow established communication rules for dispatching authorities to the scene and to notify law enforcement and the receiving Emergency Department of any risk factors they are aware of at the scene.

Any disruptive or threatening behavior displayed by a patient will be relayed to the Supervisor and/or UCDPD by the health care provider as required based on the behaviors.

Upon request, UCDPD, together with the unit/service/operation supervisor, will be responsible for assessing visitors and allowing or denying access to the facility.

**Correction of Workplace Hazards**

UCDPD (police/security) and the WPVP Unit will take measures to protect employees from imminent hazards immediately and will take measures to protect employees from identified serious hazards within seven days of the discovery of the hazard. When an identified corrective measure cannot be implemented within this timeframe, UCDH will take interim measures to abate the imminent or serious nature of the hazard while completing the permanent control measures. Engineering and work practice controls will be used to eliminate or minimize employee exposure to the identified hazards to the extent feasible. Correction of workplace hazards will be documented and retained according the requirements laid out by the UCDH WPVP Plan and Environment of Care (EC).

**Training**

All employees, including temporary employees, working in the facility, unit, service, or operation will receive initial training on this plan, how to report to law enforcement, how to recognize the potential for violence, strategies to avoid harm, workplace violence hazards that have been identified, corrective measures that have been implemented and the activities that each employee is expected to perform under the plan. All employees and their supervisors who provide direct care to patients will receive education and training at least annually. The training will provide an opportunity for interactive questions and answers with a person knowledgeable about the workplace violence prevention plan and non-violent crisis intervention. Employees who are assigned to respond to alarms or whose assignments involve confronting or controlling persons exhibiting aggressive or violent behavior will have additional training prior to initial assignment and annually thereafter. This additional training will include: general and personal safety measures, aggression and violence predictive factors, the assault cycle, characteristics of aggressive and violent patients, verbal and physical maneuvers to defuse and prevent violent behavior, strategies to prevent physical harm, restraint techniques, appropriate use of medications as chemical restraints, and an opportunity to practice maneuvers and techniques outlined in the training.

**Required Training for Specific Staff:**

- Nurses and Medical Assistants receive a two-hour training upon hire during their orientation on de-escalation/ WPV prevention.
• Nurses on designated units are required to complete the 8-hour Crisis Prevention Institute (CPI) course.
• Mental Health Workers complete a required two-day CPI course, upon hire, which is tailored to their duties.
• Lift Team Members complete a required one-day CPI course upon hire, upon hire, which is tailored to their duties.
• Psychiatry Residents complete a required four-hour CPI course at the start of their residency which is tailored to their duties.
• Mental Health Workers and Lift Team complete a one-day CPI refresher course annually, which is tailored to their duties.
• Protective Security Officers are required to complete 8 hours of AVADE training upon hire, then each subsequent year an 8-hour update

Voluntary Training:

• Nonviolent Crisis Intervention Class: 8-hour class offered through Center for Professional Practice of Nursing (CPPN) which provides a framework for decision-making and problem solving to prevent, de-escalate and safely respond to disruptive or assaultive behavior.
• Active Shooter Survival Workshop
• Planned, Potentially Violent Encounter Training
• Self-Defense Workshop
• WPVP Training Presentation: Presented by the UCDH WPVP Unit.

Training Recordkeeping

All records of workplace violence hazard assessment, evaluation and correction will be created and maintained as required by the UCDH and this plan, by WPV Administrator in the WPVP Unit. Training records will be created and maintained within the LMS for one year and will include the training date, summary of the training, name and qualifications of the person conducting the training and the names and job titles of those in attendance. Records of violent incidents, including the violent incident log will be maintained for a minimum of 5 years by the Workplace Violence Unit and RLDatix.

If you have any questions, please call (916) 734-2826 or email hs-reportviolence@ucdavis.edu.