

# Clinic Specific Safety Action Plan: Leader Guide

The attached "Clinic Specific Safety Action Plan" template should be used in collaboration with a safety walkthrough with VUPD and VUMC Emergency Preparedness, much like a mock code.

## Recommendations to consider:

1. **\*\*We highly recommend a safety walkthrough with VUPD and VUMC Emergency Preparedness\*\***
2. Following an incident, notify Patient Relations as needed. Either Patient Relations or manager will call patient to discuss expectations for future behavior. Patient may be dismissed from department or medical center depending upon severity of actions. Reference policy: *Termination of Clinician-Patient Relationship: Patient Discharge Process*
3. Utilize SSRAA (Staff Safety Risk Advisory Alert) flag/ Violent Patient Security Risk (1066) when appropriate to flag patient for future awareness. Use of SSRAA flag requires ANO/AOO approval. Reference SOP: *VUMC - Placement of Staff Safety Risk Advisory Alert (SSRAA): Chronic Offender/Known Safety Risk*
4. Develop communication system to make others aware:
  - a. Local team/ clinic
  - b. Manager/ building level communication
  - c. After event, depending on level of severity, include ANO/ AOO to ensure executive leadership is aware (consider escalating if PD is notified)
5. In each scenario, consider how to best manage other patients in the vicinity.
6. Consider lockdown processes (for clinic and building) in conjunction with VUPD/VUMC Emergency Preparedness safety walkthrough
7. Consider discussing suicidal ideation and homicidal ideation- this is a good opportunity to discuss your team's response plan
8. Utilize included instructions to report a Workplace Violence Incident in VERITAS system.

## Policies:

- Policy- Workplace Violence (WPV) - Management of Disruptive and Aggressive Behavior
- Policy- Workplace Violence (WPV) – Responding to Disruptive and Aggressive Behavior
- Policy- Physical Security at VUMC
- Policy- Keys and Access Cards
- HR Policy- Workplace Violence (WPV)
- HR Policy- Work-Related Accident and Return to Work
- Policy- Possession of Firearms/Weapons
- Policy- Reporting Cases of Injury by Violent Crime(s)
- Policy- Termination of Clinician-Patient Relationship: Patient Discharge Process

## Standard Operating Procedures (SOPs):

- Ambulatory-WPV
- VUMC - Placement of Staff Safety Risk Advisory Alert (SSRAA): Chronic Offender/Known Safety Risk
- WPV and Management of Disruptive and Aggressive Behavior - Adult Ambulatory Clinics
- Private Encounter/No Information, Security Risk, and Stat Designations Guidelines

## Prevention Strategies for Employee Domestic Violence

1. If you suspect domestic violence, refer the staff member to Employee Relations and Work/Life Connections EAP for support
2. Encourage the employee to discuss with Employee Relations the following considerations for their safety and the safety of others at the clinic:
  - a. Ask the employee what changes in the work environment would make her or him feel safer
  - b. Ask the employee to obtain a protective order that includes the workplace and keep a copy on hand, notify VUPD
  - c. Consider a change of work schedule that varies to reduce ease of abuser tracking employee's activities, patterns
  - d. Consider reassignment of parking space/location
3. Keep a photograph of the perpetrator and a copy of any existing court orders of protection in a confidential onsite/clinic location and consider providing copies to reception staff and security personnel; consider making the photograph available to all staff without providing details with language which does not violate an employee's confidentiality such as (i.e., ...is a potential workplace violence risk; law enforcement and clinic leader should be notified immediately)
4. Encourage employees to bring their court orders of protection to the attention of their clinic leader. Once the employee brings forward the order of protection, work with Human Resources on next steps
5. Change the employee's office phone number, remove the employee's name from automated contact lists and public website listings
6. Consider placing plants or partitions around the employee's work area to serve as barricades to prevent the abuser from seeing/walking directly up to the employee

## Training Resources

Source: [VUMC Workplace Violence Prevention Website> Prevention> Adult Ambulatory> Training \(Learning Exchange\)](#)

- [Workplace Violence Prevention](#)
- [Verbal De-Escalation Techniques \(VUMC\)](#)
- [Report a Workplace Violence Incident in VERITAS](#)
- [11 Steps to De-Escalation \(PDF\)](#)
- [Active Shooter Simulation](#)

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# Report a *Workplace Violence Incident* in VERITAS

At VUMC, all employee injuries are reported online in VERITAS. *Always report a workplace violence event in VERITAS even if there is no physical injury.*

Access VERITAS (<https://veritas.app.vumc.org>) through the VUMC Risk Management web site or through a link on all Clinical Workstations and create a new document.

1. Choose appropriate **Incident Type**

General Event Information

General Incident Type \* WORK-RELATED INJURY OR ILLNESS

Classification of Person Affected \*

Is this a workplace violence event? \* Yes

2. Respond "Yes" to the question, "Is this a workplace violence event?"

3. After you respond "yes", the **Workplace Violence Details** section will appear.

Workplace Violence Details

Classification Of Individual Who Committed The Violence \* patient

Name of Person Who Committed the Violence \*

Classification Of Circumstances Not Specified  
[Add/Modify](#)

Reported Type Of Violence \* Patient/ Visitor on Worker

4. Indicate one of these for *Classification of Individual Who Committed the Violence*:

- Patient
- Visitor
- Employee
- Student

5. Indicate one of these for *Reported Type of Violence*:

- Criminal Intent
- Personal Relationship
- Patient on Patient
- Visitor on Patient
- Patient on Visitor
- Worker on Worker
- Patient/Visitor on Worker