

POLICY/PROCEDURE

Reporting Acts or Threats of aggression, violence or abuse initiated by a patient, family, visitor or co-worker

POLICY:

Emergency Department personnel and hospital personnel including physicians and contract or agency staff are to immediately report any acts or threats of aggression, violence or abuse from a patient, family, visitor, or co-worker.

PROCEDURE:

1. [Name of Hospital/Medical Center] will not tolerate any acts or threats of aggression, violence or abuse to personnel who are employed or contracted by [name of Hospital/Medical Center]. This policy is inclusive of aggression, violence or abuse by a patient, family member, visitor or co-worker or any other individual, against an employee or contractor of [name of Hospital/Medical Center].
2. [Name of Hospital/Medical Center] authorizes and instructs that all Emergency Department and hospital personnel, including contract or agency staff and physicians, immediately report any acts or threats of aggression, violence or abuse utilizing verbal communication and the completion of a formal *Violence Incident Report* as currently utilized by the hospital. If there is any uncertainty about whether the incident constitutes a an act or threat of aggression, violence or abuse, discuss the situation with the immediate supervisor and request that the supervisor communicate the details of the incident with the ED Director
3. Acts or threats of aggression, violence or abuse directed toward a co-worker is termed *lateral abuse* and consists of a range of activities from chiding and demeaning remarks to a threat or an act of homicide. An employee or contractor who is allegedly accused of an aggressive, violent or abusive act or threat is to be reported to the ED Director and will be subject to Human Resource policies regarding the appropriate conduct of employees or contractors of [name of Hospital/Medical Center]. It is the responsibility of the ED Director to facilitate

resolution and to communicate the process of resolution with the individual who has made the report

4. Acts or threats of aggression, violence or abuse to an employee or a contractor by a patient, family, visitor or other individual consists of a range of activities from inappropriate comments, loud demands, angry communication, or demeaning remarks to an act or threat of homicide. A patient, family member, visitor or any other individual who is allegedly accused of an act or threat of aggression, violence or abuse will be reported to the (RN) ED Director and to the Medical Director of the Emergency Department. It is the responsibility of the ED Medical Director to communicate the alleged activity to the Chief Medical Officer and to communicate the process of resolution with the individual who has made the report.
5. An individual who reports an incident of aggression, violence or abuse will be protected against reprisal of any nature.

APPROVALS

Director, Emergency Department

Date

CNO (Chief Nursing Officer)

Date

CMO (Chief Medical Officer)

Date

Medical Director, Emergency Department

Date

CEO / Administrator

Date

Next review date _____
(6 months from current review)