

Case Review Process for Workplace Violence Incidents

Type 2 Workplace Violence Incidents: Involving a patient or visitor

1. All Types of Violence:

i. First Level Review

1. Chart Review: Verify information.
2. Ensure FYI Flag is updated to reflect types of violent behavior (Verbal, Physical, Sexual, Attacking Objects) and include any pertinent interventions. Examples include:
 - a. Ensure secondary search is completed
 - b. Utilize BH resources early in visit
 - c. Maintain diligent spatial awareness
 - d. 2-Person Entry
 - e. May require significant de-escalation at discharge or security standby.
3. WPV CQS RN send feedback for:
 - a. Incorrect BVC charting
 - b. Lack of de-escalation documentation
 - c. Lack of documentation of communication of behaviors
 - d. Code Grey Process Improvement feedback for RNs/Techs
 - e. Clarity seeking
4. If behavior demonstrates concern for stalking, valid threat, or ongoing harassment, consult with *Threat Assessment Team*.
5. Consult *security*, SW, geriatrics team, and BH as appropriate.

ii. Send to Second Level Review if

1. Escalation to provider team does not result in expected care plan change
2. *Adult Acutely Agitated Patient* pathway care questions
3. If incident meets sentinel event criteria
4. Physical assault results in staff injury
5. Specific request for review received from staff

iii. Send to Third Level Review

1. WPV Collaborative Case Review
 - a. Medication management
 - b. Clinical decision making
 - c. Interdisciplinary decision-making or process contributions
 - d. Code Grey Responses
 - e. ED/WPV Culture Contributions
2. Direct physical assault occurred

iv. Send to Senior Leadership

1. Staff involved have ≥ 3 incidents of physical violence, sexual violence, and/or sexual harassment in the previous 6 months.