

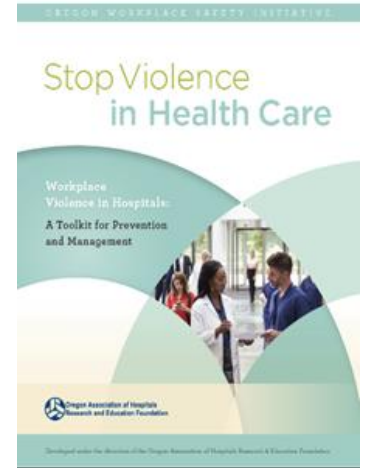
## Workplace Violence (WPV) in HealthCare - Resources

### Supplemental References and Resources for the 'Stop Violence in Health Care: A Toolkit for Prevention and Management of WPV' 2<sup>nd</sup> edition (2020)

Available at: [www.oahhs.org/safety](http://www.oahhs.org/safety)

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WPV in health care is an evolving topic and new WPV related research and resources are frequently published.

To assist the users of the *Stop Violence in Health Care Toolkit* stay updated, the following is a list of selected resources and references published in peer reviewed and other professional journals related to WPV in health care, that have been **published since** the release of the 2<sup>nd</sup> edition of the Toolkit in March 2020.

***Note that some WPV related subjects may be listed in multiple topical sections of this document***

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## **Resources from Professional Organizations**

### **Agency for Healthcare Research and Quality**

- Jones et al. (Oct 2023) Addressing Workplace Violence and Creating a Safer Workplace.  
<https://psnet.ahrq.gov/perspective/addressing-workplace-violence-and-creating-safer-workplace#>

### **American Association of Critical-Care Nurses (AACN). Prioritizing Your Well-Being** <https://www.aacn.org/clinical-resources/well-being>

- Position Statement: Preventing Violence Against Healthcare Workers  
<https://www.aacn.org/policy-and-advocacy/aacn-position-statement-preventing-violence>

### **American Association of Colleges of Nursing (AACN). Developing Nurse Wellbeing and Leadership** <https://www.aacnnursing.org/our-initiatives/well-being-resilience>

### **American Academy of Nursing**

- *Meeting's Proceedings: Protecting our Caregivers: Comprehensive Strategies for Eliminating Workplace Violence.* (2024). <https://aannet.org/page/workplace-violence>

### **American Academy of Ambulatory Care Nurses**

- Workplace Safety Toolkit <https://www.aaacn.org/practice-resources/ambulatory-care-nursing/workplace-safety-toolkit#wst-contributors>

### **American College of Physicians**

- Keeping Healthcare Workers Safe Through Policy Initiatives.  
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9872494/pdf/main.pdf>

### **American Hospital Association**

#### WPV Toolkit and Resources

- Creating Safer Workplaces: A guide to mitigating violence in health care settings 2021.  
<https://www.aha.org/websites/2015-12-17-workplace-violence-prevention-resources>
- Graves JM, Moore M, Avery A, Wolff C, St. Vil C, Jackson E, Vrablik M, Wong A, Qiu Q, de Leon A, Faustino I, Kumar A. The Burden of Violence to US Hospitals: A comprehensive assessment of financial costs and other impacts of workplace and community violence. Report. Harborview Injury Prevention and Research Center, University of Washington; March 2025. <https://www.aha.org/system/files/media/file/2025/05/The-Burden-of-Violence-to-US-Hospitals.pdf>
- Fact Sheet: Workplace Violence and Intimidation, and the Need for a Federal Legislative Response (Sept 2023).  
<https://www.aha.org/system/files/media/file/2022/09/Fact-Sheet-Workplace-Violence-and-Intimidation-and-the-Need-for-a-Federal-Legislative-Response.pdf>
- Strengthening the Health Care Workforce: Strategies for Now, Near and Far Report. June 2022.  
<https://www.aha.org/guidesreports/2022-06-21-strengthening-health-care-workforce-strategies-now-near-and-far>

### **American Nurses Association**

- Combating Stress <https://www.nursingworld.org/practice-policy/work-environment/health-safety/combating-stress/>
- Issue Brief: Reporting Incidents of Workplace Violence Effective Date: 2019 <https://www.nursingworld.org/~495349/globalassets/docs/ana/ethics/endabuse-issue-brief-final.pdf>
- Healthy Nurse Healthy Nations Year Four Highlights 2020-2021. American Nurses Association. <https://www.healthynursehealthynation.org/~4a9f4b/globalassets/hnhn-assets/all-images-view-with-media/about/hnhn-oct21-issue-921.pdf>
- Incivility and Bullying. <https://www.nursingworld.org/practice-policy/work-environment/violence-incivility-bullying/>
- Nurse Well-Being: Building Peer and Leadership Support <https://www.nursingworld.org/foundation/programs/nurse-wellbeing/>
- Three-Year Annual Assessment Survey: Nurses Need Increased Support from their Employer. American Nurses Foundation (2023). [https://www.nursingworld.org/~48fb88/contentassets/23d4f79cea6b4f67ae24714de11783e9/anf-impact-assessment-third-year\\_v5.pdf](https://www.nursingworld.org/~48fb88/contentassets/23d4f79cea6b4f67ae24714de11783e9/anf-impact-assessment-third-year_v5.pdf)
- Workplace violence/End Nurses Abuse <https://www.nursingworld.org/practice-policy/work-environment/end-nurse-abuse/>
- Workplace Violence Position Statement 2025 <https://www.nursingworld.org/practice-policy/nursing-excellence/official-position-statements/id/incivility-bullying-and-workplace-violence/>

### **American Organization for Nursing Leadership and the Emergency Nurses Association**

- Toolkit for Mitigating Violence in the Workplace 2022. [https://www.aonl.org/system/files/media/file/2022/10/AONL-ENA\\_workplace\\_toolkit.pdf](https://www.aonl.org/system/files/media/file/2022/10/AONL-ENA_workplace_toolkit.pdf)
- Mitigating Workplace Violence AONL and ENA Guiding Principles 2022. <https://www.aonl.org/system/files/media/file/2020/12/Mitigating-Workplace-Violence.pdf>

### **Australian Nursing & Midwifery Federation Victorian Branch**

- 10-point plan to end violence and aggression A guide for health services (rev. 2022). <https://www.anmfvic.asn.au/~media/files/anmf/ohs/ovaguide-10pp.pdf>

### **American Society for Health Care Risk Management. (2023). Workplace Violence Toolkit**

<https://www.ashrm.org/system/files/media/file/2023/02/ASHRM-Workplace-Violence-Toolkit-2023.pdf>

### **The Center for Health Design**

- Behavioral & Mental Health Toolbox Free Resources 2021 [www.healthdesign.org](http://www.healthdesign.org). <https://www.healthdesign.org/behavioral-mental-health-toolbox>

### **Crisis & Trauma Resource Institute. (2020).**

- Crisis Response Checklist.  
This checklist can help healthcare workers manage workplace violence and other critical incidents. Suggestions are provided for the initial and secondary phases and the evaluation and follow-up phase. <https://ctrinstitute.com/resources/crisis-response-checklist/>

### **ECRI Institute**

- 2018 Deep Dive Meeting Patients' Behavioral Health Needs in Acute Care.  
[https://www.ecri.org/Resources/Whitepapers\\_and\\_reports/PSO%20Deep%20Dives/DeepDive\\_Behavior\\_execbrief.pdf](https://www.ecri.org/Resources/Whitepapers_and_reports/PSO%20Deep%20Dives/DeepDive_Behavior_execbrief.pdf)

### **Emergency Nurses Association (ENA). Workplace Violence Prevention**

<https://www.ena.org/quality-and-safety/workplace-violence>

### **Facility Design Institute**

- Design of Behavioral Health Crisis Units <https://fgiguideelines.org/resource/design-of-behavioral-health-crisis-units/>

### **International Association for Healthcare Security & Safety (IAHSS). <http://www.iahss.org/>**

- IAHSS Healthcare Security Industry Guidelines 13<sup>th</sup> edition 2021. <https://www.iahss.org/page/hcsindustryguidelines>
- IAHSS Security Design Guidelines for Healthcare Facilities, 3rd Edition May 2020.  
<https://www.iahss.org/page/designguidelines>
- Scott Hill, C. P. P., & Burch, M. (2023). Effective Controls on Emergency Department Violence.  
<https://iahssf.org/assets/2023-Effective-Controls-on-Emergency-Department-Violence.pdf>
- Shulman, A. (2020). Mitigating workplace violence via de-escalation training. International Association for Healthcare Security and Safety Foundation. IAHSS-F RS-20-01. <https://iahssf.org/assets/IAHSS-Foundation-De-Escalation-Training.pdf>
- Healthcare Crime Survey 2023.  
<https://iahssf.org/crime-surveys/2023-healthcare-crime-survey/>
- IAHSS Workplace Violence Prevention Bundle 2022 2<sup>nd</sup> edition. (Use code WPVJC for free access to the bundle.)  
<https://www.iahss.org/page/wpvpb> This webpage includes a link a "bundle" of resources specific to 19 select guidelines focused on supporting a healthcare workplace violence prevention program.
- Healthcare Active Assailant Planning and Response 2024 Toolkit <https://www.iahss.org/news/news.asp?id=672170>

### **Institute for Healthcare Improvement**

- Butkowski O, Duncan J, Martinez N. Preventing Verbal and Physical Violence across the Health Care Workforce. IHI Toolkit. Boston: Institute for Healthcare Improvement; 2022. [www.ihl.org](http://www.ihl.org)

### **The Joint Commission**

- Workplace Violence Prevention Resources

Numerous resources (authored by federal agencies, professional associations, and medical organizations) designed to help healthcare organizations create/update related policies and programs to meet the TJC new workplace violence requirements for accredited hospitals and critical access hospitals. *Note – the Oregon Stop Violence in Health Care Toolkit is listed as a resource.* <https://www.jointcommission.org/our-priorities/workforce-safety-and-well-being/resource-center/workplace-violence-prevention/>

Quick Safety Issue 63: Addressing intimate partner violence and helping to protect patients.

<https://www.jointcommission.org/resources/news-and-multimedia/newsletters/newsletters/quick-safety/quick-safety-issue-63/>

- Infographic Take a Stand: No more violence to health care workers.  
[https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/sentinel-event/sea\\_59\\_wpv\\_infographic\\_3\\_30\\_18\\_finalpdf.pdf](https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/sentinel-event/sea_59_wpv_infographic_3_30_18_finalpdf.pdf)
- Sentinel Event Alert #59: Physical and verbal violence against health care workers Revised: June 18, 2021. Effective Jan. 1, 2022. <https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/sentinel-event/sea-wpv-tjc-requirements2.pdf>
- Quick Safety 24: Bullying has no place in health care (Updated June 2021).  
<https://www.jointcommission.org/resources/news-and-multimedia/newsletters/newsletters/quick-safety/quick-safety-issue-24-bullying-has-no-place-in-health-care/bullying-has-no-place-in-health-care/>
- Workplace Violence Prevention: Best-Practices in Health Care Environments. [https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/work-place-violence-prevention/vha\\_wvpp\\_lynn\\_van\\_male.pdf](https://www.jointcommission.org/-/media/tjc/documents/resources/patient-safety-topics/work-place-violence-prevention/vha_wvpp_lynn_van_male.pdf)
- Safety Systems for Individuals Served (SSIS) [https://www.jointcommission.org/-/media/tjc/documents/standards/ps-chapters/2024/ps-cambenhhealthcare\\_siss\\_20240229\\_150643.pdf](https://www.jointcommission.org/-/media/tjc/documents/standards/ps-chapters/2024/ps-cambenhhealthcare_siss_20240229_150643.pdf)
- Sentinel event alert 57. The essential role of leadership in developing a safety culture.  
[https://www.jointcommission.org/resources/sentinel-event/sentinel-event-alert-newsletters/sentinel-event-alert-57-the-essential-role-of-leadership-in-developing-a-safety-culture/#.Y9po\\_3ZBzIU](https://www.jointcommission.org/resources/sentinel-event/sentinel-event-alert-newsletters/sentinel-event-alert-57-the-essential-role-of-leadership-in-developing-a-safety-culture/#.Y9po_3ZBzIU)

#### **National Academies of Sciences, Engineering, and Medicine.**

- Managing, Reducing, and Preventing Fear of Violence: Proceedings of a Workshop—in Brief. (2020).  
<https://www.ncbi.nlm.nih.gov/books/NBK566100/>

#### **The New York State Office of Mental Health.**

- **Patient Safety Standards, Materials and Systems Guidelines.** 32nd Edition | July 31, 2024  
Patient Safety Standards, Materials and Systems Guidelines – includes guidance for physical design and fixtures for behavioral health units [https://www.omh.ny.gov/omhweb/patient\\_safety\\_standards/guide.pdf](https://www.omh.ny.gov/omhweb/patient_safety_standards/guide.pdf)

#### **TRACIE Healthcare Emergency Preparedness Information Gateway**

- Workplace Violence  
<https://asprtracie.hhs.gov/technical-resources/75/workplace-violence/60>
- Active Shooter and Explosives  
<https://asprtracie.hhs.gov/technical-resources/30/active-shooter-and-explosives/0>
- Strategies for Healthcare Workplace Violence Prevention: Risk Assessment and De-Escalation 2022.  
Speakers highlighted the issue, explained recent changes in The Joint Commission's workplace violence standards, and demonstrated some examples that can be used in real-world situations in this webinar.  
<https://files.asprtracie.hhs.gov/documents/strategies-for-healthcare-workplace-violence-prevention-risk-assessment-and-de-escalation-webinar-ppt.pdf>

## Regulatory Related

Arbury, S., Collins, N. R., Magtahas, J., Holmes, M., & Hodgson, M. J. (2022). OSHA workplace violence enforcement. *Journal of Occupational and Environmental Medicine*, 64(4), e211-e216.

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Beattie, J., Innes, K., Griffiths, D., & Morphet, J. (2020). Workplace violence: Examination of the tensions between duty of care, worker safety, and zero tolerance. *Health care management review*, 45(3), E13-E22.

CMS threatens citations for workplace safety violations. <https://www.reliasmedia.com/articles/cms-threatens-citations-for-workplace-safety-violations>

Center for Clinical Standards and Quality. July 17, 2023. Ligation Risk and Assessment in Hospitals. Ref: QSO-23-19-Hospitals. [QSO-23-19-Hospitals \(cms.gov\)](https://www.cms.gov/quality/special-topics/ligation-risk-and-assessment-in-hospitals)

Center for Clinical Standards and Quality. *Memorandum on Workplace Violence in Hospitals* issued Nov 28, 2022. Workplace Violence-Hospitals . Ref: QSO-23-04-Hospitals. <https://www.cms.gov/files/document/qso-23-04-hospitals.pdf>

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Livanos, N. (2023). Keeping Healthcare Workers Safe Through Policy Initiatives. *Journal of Nursing Regulation*, 13(4), 81.

Sun, Z., Lin, S. X., & Wang, S. (2019). An economic model of optimal penalty for health care workplace violence. *INQUIRY: The Journal of Health Care Organization, Provision, and Financing*, 56, 0046958019884190.

OSHA News release – Region 5, May 25, 2023. US Department of Labor investigation finds Columbus children's hospital exposed nurses, other employees to workplace violence. <https://www.osha.gov/news/newsreleases/region5/05252023>

OSHA News Release -Region 1, April 25, 2023. Judge finds UHS of Delaware Inc., UHS of Fuller Inc. denied workplace violence protections to Fuller Hospital employees. <https://www.osha.gov/news/newsreleases/region1/04252023>

## Federal Legislation

- H.R.2531 — 119th Congress (2025-2026) Introduced in House (04/01/2025) “Workplace Violence Prevention for Health Care and Social Service Workers Act”. <https://www.congress.gov/bill/119th-congress/house-bill/2531/text>
- Save Healthcare Workers Act (S.1600) (Introduced 05/05/2025) <https://www.congress.gov/bill/119th-congress/senate-bill/1600>

*Previously introduced in 2023*

- April 18, 2023 - Workplace Violence Prevention for Health Care and Social Service Workers Act ([S. 1176](#) and [H.R. 2663](#)) [https://www.baldwin.senate.gov/imo/media/doc/workplace\\_violence\\_prevention\\_act\\_of\\_2023\\_bill\\_text.pdf](https://www.baldwin.senate.gov/imo/media/doc/workplace_violence_prevention_act_of_2023_bill_text.pdf)
- H.R. 2584, the Safety from Violence for Healthcare Employees (SAVE) Act. [https://bucshon.house.gov/uploadedfiles/bucsho\\_010\\_xml.pdf](https://bucshon.house.gov/uploadedfiles/bucsho_010_xml.pdf)

- OSHA (May 2023) Workplace Violence SBREFA. The findings of a SBREFA Panel for a potential standard to address Prevention of Workplace Violence in Healthcare and Social Assistance sectors. <https://www.osha.gov/workplace-violence/sbrefa>

### The Joint Commission

- Workplace Violence Prevention Standards - Applicable to **Hospital & Critical Access Hospital** Accreditation Programs  
R3 Report Issue 30: Workplace Violence Prevention Standards  
<https://www.jointcommission.org/standards/r3-report/r3-report-issue-30-workplace-violence-prevention-standards/#.Yjiyl-fMK70>
- R3 Report. Requirement, Rationale, Reference. New and Revised Workplace Violence Prevention Requirements – Hospitals. Issued 6/18/21 Effective Jan 2022.  
[https://www.jointcommission.org/-/media/tjc/documents/standards/r3-reports/wpvp-r3-30\\_revised\\_06302021.pdf](https://www.jointcommission.org/-/media/tjc/documents/standards/r3-reports/wpvp-r3-30_revised_06302021.pdf)
- R3 Report. Workplace Violence Prevention in **Behavioral Health Care and Human Services**. Issue 42, December 20, 2023 Effective July 1, 2024. <https://www.jointcommission.org/-/media/tjc/documents/standards/r3-reports/wpvp-for-bhc-r3.pdf>
- R3 Report New and Revised Restraint and Seclusion Requirements for **Behavioral Health Care and Human Services Organizations**. Issue 44, June 20, 2024 Effective January 1, 2025. <https://www.jointcommission.org/-/media/tjc/documents/standards/r3-reports/2024/rs-r3-final.pdf>
- R3 Report. Workplace Violence Prevention in **Home Care Settings**. Issue 45 July 2, 2024. Effective January 1, 2025. [https://www.jointcommission.org/-/media/tjc/documents/standards/r3-reports/2024/r3-wpv-for-home\\_accessible.pdf](https://www.jointcommission.org/-/media/tjc/documents/standards/r3-reports/2024/r3-wpv-for-home_accessible.pdf)
- New and revised workplace violence prevention requirements for all Joint Commission-accredited **ambulatory health care organizations and laboratories**. Effective July 1, 2025.  
[https://www.jointcommission.org/-/media/tjc/documents/standards/prepublications/2025/workplaceviolence\\_prepub\\_report\\_ahc\\_july2025.pdf](https://www.jointcommission.org/-/media/tjc/documents/standards/prepublications/2025/workplaceviolence_prepub_report_ahc_july2025.pdf)  
[https://www.jointcommission.org/-/media/tjc/documents/standards/prepublications/2025/workplaceviolence\\_prepub\\_report\\_lab\\_july2025.pdf](https://www.jointcommission.org/-/media/tjc/documents/standards/prepublications/2025/workplaceviolence_prepub_report_lab_july2025.pdf)
- New and Revised Workplace Violence Prevention Requirements for: (Effective July 1, 2025.)
  - **The Assisted Living Communities Program**
  - **Nursing care centers accreditation program**
  - **Office-based surgery accreditation program**<https://www.jointcommission.org/standards/prepublication-standards/new-and-revised-workplace-violence-prevention-requirements-for-alc-ncc-and-obs/>

### OSHA

- Workplace Violence SBREFA. Prevention of Workplace Violence in Healthcare and Social Assistance SBREFA. Information and report about the SBREFA Panel for a potential standard to address Prevention of Workplace Violence in Healthcare and Social Assistance. <https://www.osha.gov/workplace-violence/sbrefa>

### TRACIE Healthcare Emergency Preparedness Information Gateway

- Strategies for Healthcare Workplace Violence Prevention: Risk Assessment and De-Escalation 2022.



Speakers highlighted the issue, explained recent changes in The Joint Commission's workplace violence standards, and demonstrated some examples that can be used in real-world situations in this webinar.

<https://files.asprtracie.hhs.gov/documents/strategies-for-healthcare-workplace-violence-prevention-risk-assessment-and-de-escalation-webinar-ppt.pdf>

## Active Shooter

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Zamore, E., Craig, W., Pinette, M. G., & Wax, J. R. (2022). Quantitative content analysis of physician-involved work-related firearm violence in the United States, 2008-2017. *Work*, (Preprint), 1-6.

### **American Society for Safety Professionals (ASSP)**

- Active Shooter Resources- Information and Training  
<https://www.assp.org/active-shooter-campaign>
- How to Develop & Implement an Active Shooter/Armed Assailant Plan  
[https://www.assp.org/docs/default-source/default-document-library/activeshooter\\_infographic.pdf?sfvrsn=de73da47\\_0](https://www.assp.org/docs/default-source/default-document-library/activeshooter_infographic.pdf?sfvrsn=de73da47_0)

### **Department of Homeland Security (DHS)**

- Active Shooter Preparedness <https://www.cisa.gov/active-shooter-preparedness>
- If you See Something Say Something Campaign <https://www.dhs.gov/see-something-say-something>
- Information for Human Resources or Security Personnel <https://www.cisa.gov/human-resources-or-security-professional>
- Employee Vigilance: Power of Hello <https://www.cisa.gov/employee-vigilance-power-hello>

### **Federal Bureau of Investigations (FBI)**

- Active Shooter resources <https://www.fbi.gov/how-we-can-help-you/active-shooter-safety-resources>
- Active Shooter events in the United States 2024 <https://www.fbi.gov/file-repository/reports-and-publications/2024-active-shooter-report/view>
- Active Shooter events in the United States 2000-2019 <https://www.fbi.gov/file-repository/active-shooter-incidents-20-year-review-2000-2019-060121.pdf/view>



## Security

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## Prevalence of WPV

### General

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## Training

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### **Training Resources Freely Accessible (Also refer to Toolkit Section 6 - Tool 6A)**

- Free Online Training - Workplace Violence Prevention for Nurses (and any HC Worker) CDC/NIOSH. CDC Course No. WB1865 - NIOSH Pub. No. 2013-155 [http://www.cdc.gov/niosh/topics/violence/training\\_nurses.html](http://www.cdc.gov/niosh/topics/violence/training_nurses.html)
- De-escalation Strategies for Healthcare | WEBINAR Safe Care BC (2023) <https://www.youtube.com/watch?v=F3nN8yyWSWs>
- FBI Run Hide Fight Video <https://www.fbi.gov/video-repository/run-hide-fight-092120.mp4/view>
- Texas Medical Liability Trust – Ambulatory Care Setting
  - De-escalation video 1: How to identify and prepare to meet with a disruptive patient [https://www.youtube.com/watch?v=HJi\\_AAvb3uA](https://www.youtube.com/watch?v=HJi_AAvb3uA)
  - De-escalation video 2: How to de-escalate disruptive patients <https://www.youtube.com/watch?v=nemXm6-OFhY>



- De-escalation video 3: Actions to avoid...and actions to take <https://www.youtube.com/watch?v=cbQUrfYxNtg>
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Chapter (running time, mm:ss)	Chapter objectives	Web address
<b>Identification and assessment of agitation (8:27)</b>	1. Identify the agitated patient. 2. Use a standardized scale to assess agitation. 3. Assess a patient scene for safety.	<a href="https://youtu.be/musgg94q8GQ">https://youtu.be/musgg94q8GQ</a> or <a href="http://tinyurl.com/verbaldeescalation">http://tinyurl.com/verbaldeescalation</a>
<b>Basic elements of verbal de-escalation (10:59)</b>	1. Learn the basic elements of verbal de-escalation.	<a href="https://youtu.be/8Gmf0LRJbR8">https://youtu.be/8Gmf0LRJbR8</a>
<b>More practice with verbal de-escalation (6:59)</b>	1. Gain more experience with the elements of verbal de-escalation.	<a href="https://youtu.be/xonVIjwpTRU">https://youtu.be/xonVIjwpTRU</a>
<b>Advanced skills in de-escalation (8:41)</b>	1. Learn strategies for managing a team during de-escalation. 2. Learn the elements of a team de-briefing. 3. Hear techniques for managing your personal reactions to agitated patients.	<a href="https://youtu.be/wl7yIF5KpfQ">https://youtu.be/wl7yIF5KpfQ</a>
<b>Personal safety and escape skills (3:45)</b>	1. Learn personal safety skills for dangerous situations. 2. Feel safer when engaging agitated patients.	<a href="https://youtu.be/6CEJfDSiUXw">https://youtu.be/6CEJfDSiUXw</a>
Total running time for 5 chapters: 38:51		

Source: Simpson, S. A., Sakai, J., & Rylander, M. (2020). A Free Online Video Series Teaching Verbal De-escalation for Agitated Patients. Table 1 Description of a video curriculum to teach verbal de-escalation.

## Mental Health Environments

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<https://blogs.cdc.gov/niosh-science-blog/2021/09/02/hhc-violence/>

#### Website resources

- Safe Care BC Violence Risk Assessment – home care and community; long term care; nonclinical area  
<https://www.safecarebc.ca/initiatives/violenceprevention/violence-risk-assessment/>
- Home care safety <https://www.myamericannurse.com/home-care-safety/>

- OSHA Home Healthcare <https://www.osha.gov/home-healthcare>
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### **The American Medical Association ( AMA)**

- Bullying in the Health Care Workplace  
<https://www.ama-assn.org/practice-management/physician-health/bullying-health-care-workplace-guide-prevention-mitigation>
- Workplace Aggression Guide  
<https://www.ama-assn.org/practice-management/physician-health/why-bullying-happens-health-care-and-how-stop-it>

### **American Nurses Association**

- Incivility and Bullying. <https://www.nursingworld.org/practice-policy/work-environment/violence-incivility-bullying/>

### **The Joint Commission**

- Quick Safety 24: Bullying has no place in health care (Updated June 2021)

<https://www.jointcommission.org/resources/news-and-multimedia/newsletters/newsletters/quick-safety/quick-safety-issue-24-bullying-has-no-place-in-health-care/bullying-has-no-place-in-health-care/>

**Vanderbilt Center for Patient and Professional Advocacy.**

<https://www.vumc.org/patient-professional-advocacy/vumc-cppa-home>

**Workplace Bullying Institute.** <https://workplacebullying.org/>

**Webinars/Conference Sessions**

- *Bullying in Healthcare* Panel presentation at the Workplace Aggression: Preventing relational aggression and bullying - a deeper dive. 2020 Virtual Spring Symposium Oregon Institute of Occupational Health Sciences (OIOHS), May 2020. Recordings available at <https://www.ohsu.edu/oregon-institute-occupational-health-sciences/workplace-aggression-preventing-relational-aggression>

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**Associations & Training Resources**

- Alzheimer's Association - Health Systems and Medical Professionals <https://www.alz.org/professionals/health-systems-medical-professionals>



- The Bureau of Health Workforce (BHW) Train Health Care Workers About Dementia <https://bhw.hrsa.gov/alzheimers-dementia-training>
- Guiding an Improved Dementia Experience (GUIDE) Model <https://www.cms.gov/priorities/innovation/innovation-models/guide>
- Resources for Health Care Providers: Alzheimer's and Related Dementias <https://www.alzheimers.gov/professionals/health-care-providers>
- Teepa Snow <https://teepasnow.com/>
- UC SF Weill Institute for Neurosciences Memory and Aging Center. Tips for Hospitalization <https://memory.ucsf.edu/treatments-stays/surgery-hospitalization/tips-hospitalization>
- Working With Dementia: Safe Work Practices for Caregivers Videos and Video Discussion Guide <https://www.worksafebc.com/en/resources/health-safety/books-guides/working-with-dementia-safe-work-practices-for-caregivers?lang=en>

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- American Psychiatric Nurses Association (APNA). Managing Stress & Self-Care <https://www.apna.org/managing-stress-self-care-during-covid-19/>
- Institute for Healthcare Improvement (IHI) Joy in Work Series – multiple resources. Available at [ihi.org](https://www.ihiconnect.org/)
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- RESILIENCY TOOLKIT. A Comprehensive Guide for Health Centers & Their Staff 2022. National Health Care for the Homeless Council (NHCHC) and STAR<sup>2</sup> Center <https://nhchc.org/wp-content/uploads/2023/01/Organizational-Leadership-and-Resiliency-Toolkit-2022-New.pdf>
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  - Stress First Aid For Healthcare Workers Workbook [https://www.ptsd.va.gov/professional/treat/type/SFA/docs/SFA\\_Workbook\\_508.pdf](https://www.ptsd.va.gov/professional/treat/type/SFA/docs/SFA_Workbook_508.pdf)
- **The National Suicide Prevention Lifeline**
  - Call 1-800-273-TALK (1-800-273-8255)
  - Use the online Lifeline Crisis Chat <https://suicidepreventionlifeline.org/chat/>
  - Text HOME to 741741 to reach a trained 24/7 crisis counselor or call 9-1-1.
- **RAINN (Rape, Abuse & Incest National Network)**
  - National Sexual Assault Hotline: Confidential 24/7 Support Call 1- 800-656-4673
- **Other Hotlines/Helplines**
  - For the Frontlines: Text FRONTLINE to 741741
  - Nurse2Nurse Peer Support Helpline: 1-844-687-7301
  - Mental Health Hotline.org: 1-866-903-3787
  - National Alliance on Mental Illness 1-800-950-6264

## Miscellaneous

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