



MEDICAL CENTER

**NOTICE TO EMPLOYEES OF BRMC WORKPLACE VIOLENCE PREVENTION PLAN**

May 22, 2017

Bergen Regional Medical Center (BRMC) is proud to report that our Workplace Violence Prevention Plan (WPPP) has once again been found to be compliant, as the Occupational Safety and Health Administration (OSHA) has agreed in a settlement to completely withdraw the citation issued to BRMC last year related to our WPPP. For information related to the specific contents of the Settlement Agreement with OSHA, including action items and timelines, staff can view a copy of the agreement posted on HR Bulletin Boards or request a copy from the Human Resources Department.

BRMC would also like to take this opportunity to reemphasize our commitment to providing a safe and secure work environment free of violence for all Hospital staff members, contract and temporary personnel, patients, residents and visitors. Acts or threats of physical violence including coercion, intimidation, harassment, or related actions that affect the Medical Center or occur on hospital property will not be tolerated. Adoption, implementation and enforcement of the WPPP, as well as associated policies, ensure that BRMC provides a safe environment for all its workers and complies with all relevant federal and states laws, including New Jersey's Violence Prevention in Health Care Facilities Act and the federal Occupational Safety and Health Act.

BRMC defines workplace violence as acts or threats of violence that arise out of disputes or adverse interpersonal relationships in a worker's place of employment. The New Jersey Violence Prevention in Health Care Facilities Act further defines violence or violent acts/incidents as any physical assault or any physical or credible verbal threat of assault or harm that is committed against a health care worker. BRMC recognizes three main categories of workplace violence: stranger vs. employee, employee attacked by resident/patient, and an employee attack of another employee. Workplace violence can range from offensive language or threatening language to physical assault.

In addition to our overarching WPPP (Human Resources Policy & Procedure – HR 41), BRMC has implemented several specific policies and procedures to prevent, respond to, and follow-up on incidents of workplace violence. The major policies designed to prevent or mitigate workplace violence are: Rules of Behavior for Medical Center Employees (Human Resources Policy & Procedure – HR3), Anti-Harassment, (Human Resources Policy & Procedure – HR6), Orientation, Training, Inservice Education (Human Resources Policy and Procedure – HR 8). and Disciplinary Action (Human Resources Policy and Procedure – HR 4). Each of these policies is available to Hospital staff in Public Folders. All employees are responsible for adhering to these work practices that are designed to make the workplace more secure, and are prohibited from engaging in verbal threats or physical actions which create a security hazard for themselves or others in the workplace.

Additionally, all Hospital personnel are required to report known acts of violence immediately to their supervisor as described in Occurrences – Reporting, Investigation, Follow-Up (Administrative Policy and Procedure O-1) available to all personnel Public Folders. If involved in the incident reported, the staff member

must complete a Workplace Violence Investigation Report. Additionally, any employee with a suggestion on how to improve safety or security, or to report an issue related to Hospital security or workplace violence that does NOT pose an immediate threat, tell your supervisor or call the BRMC Safety Concern Hotline at S-A-F-E (ext. 7233) as described in BRMC Safety Concern Line (Administrative Policy and Procedure S-23) available at Public Folders. As the policy explains, a caller can report the issue anonymously or leave their name and contact information for questions or feedback. As a reminder, retaliation for reporting incidents of Workplace Violence is strictly prohibited.

In response to a report of workplace violence, the Workplace Violence Incident Analysis Subcommittee conducts a post-incident review that considers factors such as patient behavior, timing and staffing, physical layout, clinician input about medication and treatment, and the efficacy of existing engineering and administrative controls. The Subcommittee conducts these reviews on a weekly basis. If the Subcommittee develops any recommendations based on its post-incident reviews, it will work with the Workplace Violence Prevention Committee (WPVPC) and BRMC Management to address the recommendations.

Training and education is a major program element of BRMC's WPPP and an effective safety and security program. Training and education ensures that employees know about potential security hazards and know the measures they should take to try to prevent incidents of workplace violence, as well as protect themselves and their co-workers. Training provided by BRMC is general, as well as role-specific. BRMC informs its staff of mandatory training, as well as additional training sessions, through announcements in the Bergen Beat, flyers distributed to all staff, and all employee e-mail notification.

BRMC has also developed procedures and mechanisms to evaluate the effectiveness of its WPPP, and to monitor progress and accomplishments. Top administrators, medical directors and the WPVPC review the program semi-annually. Our evaluation program includes some of the following means of gathering and analyzing information:

- Regular review of reports
- Review of minutes of WPVPC and EOC meetings
- Analysis of trends and rates in illness/injury or incident reports with attention to violence-related injuries, including establishment of initial or "baseline" rates, if appropriate
- Employee surveys about issues related to workplace violence, as well as evaluations of job or worksite changes or new systems relative to effectiveness of security measures
- Up-to-date records of job improvements or programs implemented for violence prevention
- Up-to-date literature reviews
- Evaluating employee experiences with hostile situations and results of medical treatment programs provided. Follow-up is to be repeated several weeks and several months after an incident (if necessary).

BRMC encourages employee participation in designing and implementing our WPPP. Some of the ways staff can participate include, but are not limited to, attendance at WPVPC meetings, participation in WPVPC subcommittees, completing employee surveys, providing feedback during walk throughs, and bringing issues to the attention of BRMC through communications with your supervisors or the BRMC Safety Concern Line. We require the prompt and accurate reporting of violent incidents whether or not physical injury has occurred.

A copy of this policy statement and the WPPP is readily available to all employees via the Human Resources Department and is posted under Public Folders.

As always, if you have any questions or concerns, you can contact your supervisor or the Human Resources Department.