

# Safe & Sound Campaign

## RESOURCES



Toolkit

### NEW CONTENT

#### [Mental Health for the Healthcare Workforce | Frontline Connect](#)

Frontline Connect offers a robust visual toolkit that provides proven strategies for health system leadership working to address the mental health and well-being of the frontline workforce. Access video interviews with leadership, downloadable summaries, a toolkit of innovative best practices, and other resources from national organizations.



### NEW CONTENT

#### [Bell Seal for Workplace Mental Health](#)

The Bell Seal for Workplace Mental Health national certification program recognizes employers committed to creating mentally healthy workplaces. Led by Mental Health America's rich history in research and advocacy, the Bell Seal's holistic evaluation of employer practices considers the entire employee experience. The Bell Seal is the first national certification program recognizing U.S.-based employers committed to supporting a mentally healthy workforce.





Toolkit

## [Toolkit for Mitigating Violence in the Workplace | AONL](#)

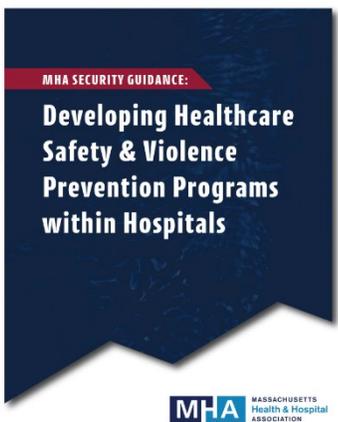
This toolkit provides nurse leaders with resources that support the following six steps to mitigate violence in the workplace.

- STEP 1 Understand workplace violence.
- STEP 2 Create a culture of nonviolence.
- STEP 3 Assess and mitigate risk factors.
- STEP 4 Develop a workplace violence prevention program.
- STEP 5 Continuously train and deploy staff.
- STEP 6 Evaluate and measure impact.



## [Healthcare Executives' Role in Mitigating Workplace Violence | American College of Healthcare Executives](#)

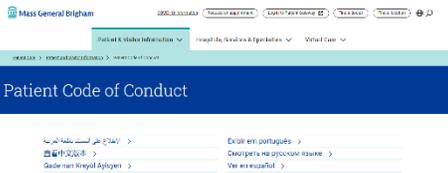
This document lays out the statement of the issue and policy position approved by the ACHE Board of Governors in November 2018. The American College of Healthcare Executives believes that health care executives have a professional responsibility to treat and take steps to mitigate violence and to advocate for cultures of safety.



## [Developing Healthcare Safety & Violence Prevention Programs Within Hospitals | Massachusetts Health & Hospital Association](#)

The Massachusetts Health and Hospital Association formed a Workplace Safety and Violence Prevention Workgroup in response to concerns regarding the increased risk of violence in health care settings. The workgroup developed guidance to provide an understanding of the current best practices used across Massachusetts hospitals, intending to provide a framework for an effective health care violence prevention program.





## Patient Code of Conduct | Mass General Brigham

The Massachusetts Health and Hospital Association's Workplace Safety and Violence Prevention Workgroup included the development of a Patient Code of Conduct - prominently displayed on the institution's website. This Patient Code of Conduct example also includes an excellent [short explainer video](#).

Patient Code of Conduct Example



Video: 1 Click to play this short explainer video on patient code of conduct.



### Center for Clinical Standards and Quality

DATE: November 28, 2022 Ref: QSO-23-04-Hospitals  
 TO: State Survey Agency Directors  
 FROM: Directors, Quality, Safety & Oversight Group (QSOOG) and Survey & Operations Group (SOG)  
 SUBJECT: Workplace Violence-Hospitals

#### Memorandum Summary

- Workers in hospitals, nursing homes, and other healthcare settings face risks of workplace violence. Many factors contribute to this risk, including working directly with people who have a history of aggressive behavior, behavioral issues, or may be under the influence of drugs.
- An April 2020 Bureau of Labor Statistics Fact Sheet found that healthcare workers accounted for 73 percent of all nonfatal workplace injuries and illnesses due to violence in 2018. This number has been steadily growing since tracking of these specific events began in 2011.
- Exposure to workplace violence hazards come at a high cost; however, with appropriate controls in place, it can be addressed.
- CMS will continue to enforce the regulatory expectations that patient and staff have an environment that prioritizes their safety to ensure effective delivery of healthcare.

#### Background

CMS believes that healthcare workers have a right to provide care in a safe setting. CMS health and safety requirements do not preclude healthcare workers from taking appropriate actions to protect themselves from workplace violence. However, it is incumbent on the leadership at these healthcare facilities to ensure they provide adequate training, sufficient staffing levels, and ongoing assessment of patients and residents for aggressive behavior and indicators to adapt their care interventions and environment appropriately.

## Center for Clinical Standard and Quality | CMS

This memorandum outlines the CMS regulatory expectations that patients and staff have an environment that prioritizes their safety to ensure adequate health care delivery.





## [Emergency Preparedness Rule | CMS](#)

The Emergency Preparedness CoP at §482.15(d)(1) contains requirements for hospitals to train staff and have policies and procedures to protect their workforce and patients.



## [Surveys on Patient Safety Culture \(SOPS\) | Agency for Healthcare Research and Quality \(ahrq.gov\)](#)

Learn about the AHRQ Surveys on Patient Safety Culture™ (SOPS®) program and the workplace safety supplemental questions. SOPS surveys ask health care providers and staff how much their organizational culture supports patient safety.

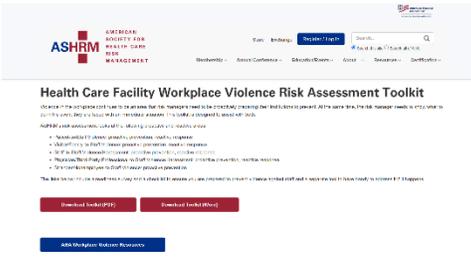


## [Building a Safe Workplace and Community | Mitigating the Risk of Violence \(aha.org\)](#)

This issue brief examines risk mitigation and marks the first in a series that expands on each framework domain: culture of safety, violence intervention, trauma support, and risk mitigation. In addition, this issue brief is an outgrowth of a series of discussions between hospital and risk management leaders. It also shares considerations when assessing potential risks, strategies for mitigating violence, and insights on making the care environment safer.

Issue Brief





## [Health Care Facility Workplace Violence Risk Assessment Tool | ASHRM](#)

This tool assists organizations in their assessment of the following:

- Patient-to-Staff violence: proactive prevention, reactive response
- Visitor/Family-to-Staff Violence: proactive prevention, reactive response
- Staff-to-Staff Violence/Harassment: proactive prevention, reactive response
- Physician/Third Party-Professional-to-Staff Violence/Harassment: proactive prevention, reactive response
- Stranger/Nonemployee-to-Staff Violence: proactive prevention

### Assessment Tool



Infographic

## [U.S. Surgeon General's Advisory on Building a Thriving Health Workforce: Addressing Health Worker Burnout | \(hhs.gov\)](#)

This Advisory contains steps various stakeholders can take to address health worker burnout. It calls for change in the systems, structures, and cultures that shape health care. Given the nature and complexity of the challenges outlined, this Advisory is not intended to be comprehensive in its recommendations.

A Surgeon General's Advisory is a public statement that calls the American people's attention to an urgent public health issue and provides recommendations for how that issue should be addressed. Advisories are reserved for significant public health challenges requiring Americans' immediate awareness.





Case Study

### [HAV Case Study: EMR Flagging and Behavioral Health Response Training Reduces Violence at New York-Presbyterian Health System](#)

Read about New York Presbyterian's new and innovative strategies to address workplace violence prevention -including EMR flagging, behavioral risk assessment, and mass casualty event training — to prevent and mitigate workplace violence incidents.



Video

### [In Case of Emergency | Emergency Nurses Association](#)

The documentary video "[In Case of Emergency](#)" - directed by Carolyn Jones with the support of the [Emergency Nurses Association](#) - follows 16 emergency nurses from across the United States to paint a startling picture of emergency departments stretched to the breaking point as our nation's biggest public health challenges - from COVID-19 to the opioid crisis to gun violence to lack of insurance - collide in emergency departments. With nearly half of all U.S. medical care delivered in EDs, emergency nurses are at the forefront, not just during a pandemic, but every day to address a patient's physical and emotional needs.



Video: [Click to play the short "In Case of Emergency" video.](#)