

Courtesy of NHA Member Hospital

### **Hostile/Aggressive/Violent Patient/Visitor**

## **MANAGEMENT OF VIOLENT OR AGGRESSIVE PATIENTS/VISITORS**

### **POLICY**

XXX Hospital has zero tolerance for violent or aggressive patients/visitors who knowingly threaten or cause bodily injury to any of its employees, staff, students or volunteers while they are performing their official duties. All intentional acts or threats of violence will be reported to the appropriate level of authority, and persons behind the acts will be prosecuted to the full extent of the law.

Any threat, behavior or action that could be interpreted by a reasonable person to carry the potential for harm or the safety of others, an act of aggression or the destruction or damage to property shall be reported.

It is everyone's responsibility to report acts of violence/assault/threatening behavior so there is a proper response based on the extent of the threat/assault.

Per Revised Nebraska State Statute 28-929.02 "Every hospital and health clinic shall display at all times in a prominent place" "WARNING: ASSAULTING A HEALTH CARE PROFESSIONAL WHO IS ENGAGED IN THE PERFORMANCE OF HIS OR HER OFFICIAL DUTIES IS A FELONY."

### **REFERENCES**

Document on the Campus Threat Assessment Team

Medication Error and Incident Reporting, MS04

Restraint Use, TX01

Reporting Work-Related Incidents, HR42

Nebraska Revised Statute 28: 929-931 (LB 677)

Security Trespassing Policy/Ban and Bar Letter (CS-023)

### **DEFINITIONS**

**Healthcare professional:** A physician or other health care practitioner who is licensed, certified, or registered to perform specified health services consistent with state law who practices at a hospital or a health clinic. (NE Rev Stat 28-929.02)

**Healthcare workers:** Employees who provide patient care within their job descriptions but are not licensed, certified or registered by the State.

**Assault:** An intentional act by one person that creates an apprehension in another of an imminent harmful or offensive contact. There are different kinds of assault in varying degrees. The egregiousness of an assault will be determined by law enforcement.

### **INTERVENTIONS TO USE WITH A VIOLENT/HOSTILE PERSON**

1. Never enter a room of a violent/hostile person without at least informing a co-worker
2. Place yourself between the door and the hostile/violent person so there is a way to escape
3. Do not isolate yourself with the violent/hostile person
4. Assign one person to communicate with the violent/hostile person. Too many voices divide attention and cause confusion and anxiety
5. Direct patient/visitors to Patient Relations if they have concerns
6. Approach a violent/hostile person in a non-threatening manner and allow him/her physical space. Stay calm and confident
7. React as though you expect the violent/hostile person to follow your directions
8. Do not argue or threaten or further aggravate the situation
9. Do not attempt to reason with the violent/hostile person
10. Do not respond to verbal abuse
11. Do not approach if a weapon is displayed
12. If situation is volatile and dangerous, stop all communication and get away

### **Additional considerations if the subject matter is a patient:**

13. Move the patient to a private room
14. Notify the physician regarding changes in behavior
15. Minimize environmental stimuli
16. Assign a care provider that feels most comfortable, relates best to the patient and has the most calming influence
17. Do not force cares or treatments