AVADE®

WORKPLACE VIOLENCE PREVENTION

The Joint Commission

Overview of the **Joint Commission's Workplace Violence Standards** (Effective January 1st, 2022 | Environment of Care EC.02.01.01 | Environment of Care EC.04.01.01 | Human Resources Standard HR.01.05.03 | Leadership Standard LD.03.01.01) and how **AVADE® Workplace Violence Prevention** Training aligns to major compliance requirements to support with internal vetting, Division and Labor Union inquiries to complaints. Last update September 2021.

Education, Prevention, and **Mitigation** for *Violence in the Workplace*

▸ AVADE® Training | Compliance Alignment Overview

1.1 Introduction

AVADE® **Workplace Violence Prevention** Training programs are designed to educate, prevent, and mitigate the risk of violence to workers in the corporate and healthcare settings. **AVADE**® Training is the most *current*, *comprehensive*, and *relevant* workplace violence prevention training program available.

AVADE® Training is *nationally recognized*, *court defensible*, and *meets regulatory compliance* for Workplace Violence Prevention.

AVADE® is Personal Safety Training Incorporated's (PSTI) flagship training program for Workplace Violence Prevention. Upon adoption of the **AVADE**® program by a healthcare agency, integration into PSTI's other training programs for Healthcare & Security Personnel serves as a complete *holistic response* to the various Workplace Violence challenges we are facing today. Find out more about PSTI's other training options at **avadetraining.com**.

1.2 Purpose

This document is designed to help organizations understand and comply with the new and revised Workplace Violence Prevention requirements effective January 1, 2022 for hospitals and critical access hospitals. It provides accredited organizations with resources to support how the **AVADE**® Training program is aligned to effectively meet the requirements of he Joint Commission's Workplace Violence Standards.

1.3 AVADE® Training Program Services

Training Programs	Brief Description	Delivery Formats
AVADE® **Level I**	Workplace Violence Prevention Education, Prevention, & Mitigation Techniques	▪ On-Site Training Conducted by PSTI ▪ In-House Certified **AVADE**® Instructors ▪ E-Learning Modules
AVADE® **Level II**	Self-Defense Tactics & Techniques	▪ On-Site Training Conducted by PSTI ▪ In-House Certified **AVADE**® Instructors
AVADE® **Level III**	Defensive Control Tactics & Techniques	▪ On-Site Training Conducted by PSTI ▪ In-House Certified **AVADE**® Instructors

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Training Programs	Brief Description	Delivery Formats
Train-the-Trainer Certification	Allows healthcare agencies to certify their own internal employees to become an **AVADE®** **Basic** or **Advanced Instructor** for their agency.	▪ 1.5 Day **AVADE®** Basic Instructor Course ▪ 3-Day **AVADE®** Advanced Instructor Course
AVADE® Enhanced **De-Escalation**	Through more dedicated time using scenarios and roleplaying employees are introduced to non-verbal and verbal advanced **de-escalation** skills build upon in **AVADE®** **Level I** training.	▪ **De-Escalation** Course Training Options ▪ 1-Day **De-Escalation** Instructor Course

1.4 AVADE® Consulting Services

Our mission in providing our **AVADE®** Training programs through either *On-site* or *Train-the-Trainer* is to deliver a solid foundation for a healthcare agency's prevention & response to workplace violence. If a healthcare agency needs more in-depth development around policies, procedures, or security risk assessments Personal Safety Training Incorporated leadership can provide further consulting services.

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▶ AVADE® Training | Compliance Alignment

2.1 Compliance Alignment Comparison | Environment of Care Standard 02.01.01

Environment of Care Standard	🎓 AVADE® Training
Standard EC.02.01.01: The hospital manages safety and security risks to minimize risks in the environment of care. **Elements of Performance for EC.02.01.01 | EP 17:** The hospital conducts an **annual** worksite **analysis related to its workplace violence prevention program**. **The hospital takes actions** to **mitigate** or resolve **workplace violence safety** and security **risks** based **upon findings** from the **analysis**. (See also EC.04.01.01, EP 1) ▪ **Note:** A **worksite analysis** includes a **proactive analysis** of the worksite, an **investigation** of the **hospital's workplace violence incidents**, and an **analysis** of how the **program's policies** and procedures, **training, education,** and environmental design **reflect best practices** and **conform to applicable laws and regulations**. **Rationale for EC.02.01.01 | EP 17:** A **successful approach** to **evaluating** the **effectiveness** of a **workplace violence prevention** program **requires** the performance of a **worksite analysis**. Environmental modifications are then **implemented based** on **findings** from the **analysis**. With **best practices** and **applicable laws** and regulations constantly evolving, **hospitals must** also **review** the program's policies and procedures, training, and education **for consistency with the latest recommendations**.	**EP 17: AVADE® Healthcare Workplace Violence Prevention Training** programs have been designed to assist Healthcare agencies in providing administrative, behavioral, and environmental strategies to keep your workplace safe from crime and violence. **AVADE®** has developed a comprehensive **Assessment & Analysis Tool**. Hard copy & digital versions available. The **AVADE® Assessment & Analysis Tool** can assist a Healthcare agency in conducting an ongoing review of their Workplace Violence Prevention policies and procedures by examining administrative, behavioral, and environmental factors such as: ▪ **Administrative Examples:** Policies, documentation of incidents, record-keeping, incident reporting procedures, emergency codes, department risk levels defined, HR roles, legal counsel, threat assessment, staffing levels, etc. ▪ **Behavioral Examples:** Training, education, post-incident response & reporting, appropriate use of force, trauma-informed care, assault cycle, de-escalation training, robbery prevention, etc. ▪ **Environment Examples:** Physical worksite analysis, panic alarms, access controls, physical lighting, CPTED design, key control procedures, parking lot safety, etc. The **AVADE®** Basic & Advanced Instructor *Train-the-Trainer* courses empower **AVADE®** Instructors to become their agency subject matter experts by analyzing their workplace violence policies & procedures and understanding the complexities of workplace violence. A key component of our *Train-the-Trainer* program is to provide a healthcare agency's trainer with the current data, best practices, current regulatory compliance, and techniques to prevent, mitigate, and respond to workplace violence.

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▶ **AVADE® Training | Compliance Alignment**

2.2 Compliance Alignment Comparison | Environment of Care Standard 04.01.01

Environment of Care Standard	🎓 AVADE® Training
Standard EC.04.01.01: The hospital collects information to monitor conditions in the environment. **Elements of Performance for EC.04.01.01 | EP 1:** The hospital establishes a process(es) for continually monitoring, internally reporting, and investigating the following: ▪ Injuries to patients or others within the hospital's facilities ▪ Occupational illnesses and staff injuries ▪ Incidents of damage to its property or the property of others ▪ Injuries to patients or others within the hospital's facilities ▪ **Safety** and **security incidents** involving **patients, staff,** or **others** within its facilities, **including those related to workplace violence** ▪ Hazardous materials and waste spills and exposures ▪ Fire safety management problems, deficiencies, and failures ▪ Medical or laboratory equipment management problems, failures, and use errors ▪ Utility systems management problems, failures, or use errors ▪ **Note 1:** **All the incidents and issues listed above** may be reported to staff in quality assessment, improvement, or other functions **as well as** to the **designated leader** of the **workplace violence reduction** effort. A **summary** of such **incidents** may also be **shared** with **the person designated** to coordinate **safety management** activities.	**AVADE®** Training assists the designated individual and multidisciplinary team specifically by training employees in best practices for Post-Incident Responses and Documentation: Workplace Violence Prevention **AVADE® Level I**. **Post-Incident Responses:** ▪ Triage | Medical & Hazmat ▪ Report to the Incident ▪ Consider All Involved ▪ Staff, Guests, Visitors ▪ Provide for Incident Debriefing ▪ CISD | Critical Incident Stress Debriefing ▪ EAP | Employee Assistance Program ▪ Document Incident to Include Follow-Up Investigations ▪ Intiate Corrective Actions to Prevent Reocurrences **Post-Incident Documentation:** ▪ Who-What-Where-When-Why-How ▪ Witnesses | Who Was There? ▪ Narrative Characteristics ▪ Before, During, & After ▪ 1st Person - 3rd Person ▪ Post Follow-Up | Track & Trend ▪ Follow Standard Operating Procedures | Agency Specific Procedures ▪ Healthcare Emergency Codes & Procedures **AVADE® Level I** Training is the foundation for healthcare agencies to outline their specific procedures for reporting and investigating workplace violence incidents.

Environment of Care Standard | Continued	🎓 AVADE® Training

Continued From Above

▪ **Note 2:** Review of incident reports often requires that legal processes be followed to preserve confidentiality. **Opportunities** to improve care, treatment, or services, or to **prevent similar incidents, are not lost as a result** of following the **legal process**. (See also EC.02.01.01, EP 17)

Elements of Performance for EC.04.01.01 | EP 6: Based on its process(es), **the hospital reports and investigates the following:** Safety and security incidents involving patients, staff, or others within its facilities, **including those related to workplace violence**.

Rationale for EC.04.01.01 | EP 1 & EP 6: Establishing **a process** to **collect data** by **monitoring, reporting,** and **investigating workplace violence incidents** allows the hospital and critical access hospital to **identify risk factors** in the **vulnerable areas** and implement environmental controls, **education**, and other mitigation strategies. **Ongoing data collection** can **identify trends, patterns, gaps in the program,** and the **emergency effectiveness of the program**.

AVADE® has also developed a template to outline the difference between a front-line employee's response versus an employee in a leadership position after an incident of workplace violence has occurred.

Please also read the section Elements of Performance for Standard LD.03.01.01, in this document, that further outlines how **AVADE®** assists the designated individual and multidisciplinary team with examples of training employees that can lead to data collection, reporting, and analysis of workplace violence incidents.

Underreporting of workplace violence incidents is thought to be a major problem. As more organizations adopt standard processes for collecting and reporting data on workplace violence incidents, it should be possible to benchmark the performance of Workplace Violence prevention programs so hospitals can judge their effectiveness and make modifications to further reduce incidents.

▶ AVADE® Training | Compliance Alignment

3.1 Compliance Alignment Comparison | Human Resources Standard 01.05.03

Human Resources Standard	🎓 AVADE® Training
Standard HR.01.05.03: Staff participate in ongoing education and training. **Elements of Performance for HR.01.05.03: | EP 29:** As part of its **workplace violence prevention program**, the **hospital provides training, education, and resources** (at **time of hire, annually,** and **whenever changes** occur regarding the **workplace violence prevention program**) to **leadership, staff,** and **licensed practitioners**. The **hospital determines** what aspects of **training are appropriate** for individuals **based on their roles and responsibilities**. The **training, education,** and resources **address** prevention, recognition, response, and reporting of **workplace violence as follows:** ▪ **What** constitutes **workplace violence** ▪ **Education** on the **roles and responsibilities** of **leadership, clinical staff, security personnel, and external law enforcement** ▪ **Training** in **de-escalation, non-physical intervention** skills, **physical intervention** techniques, and **response to emergency** incidents ▪ The **reporting process** for **workplace violence incidents** **Rationale for EC.01.05.03 | EP 29:** **Recognition** of what **constitutes workplace violence** begins with **awareness** of the **different types** of **physical** and **non-physical** acts and **threats** of **workplace violence**. Additionally, **education** and **training** should **focus** on **de-escalation** and **intervention techniques** when confronted with **incidents** of **workplace violence**. Incorporating **violence prevention tools** and encouraging the use of a simple and **accessible reporting process** can **ultimately reduce** the **likelihood** of **health care staff** being **victims** of **workplace violence**.	**AVADE® Level I, II,** and **III** training is designed to be flexible enough to allow healthcare workers interactive opportunities to understand their healthcare agency's Workplace Violence Prevention Policies & Procedures as well as what constitutes an incident of workplace violence. The use of the **AVADE® Assessment Tool** can assist a healthcare agency in identifying their employee's risk level, their roles, and responsibilities to workplace violence incidents that occur. Once an employee's risk level has been defined, a healthcare agency can understand which levels of **AVADE®** Training is necessary for each employee. **AVADE® Level I, II,** and **III** training, through the use of scenario-based exercises, group interaction, discussion, lecture, and hands-on techniques, provides strategies to recognize & prevent workplace violence. **AVADE® Level I, II,** and **III** training program provides a healthcare agency the most comprehensive verbal intervention and de-escalation skills to minimize violent behavior. **AVADE®** Training covers over 50 non-physical de-escalation techniques through a Trauma-Informed Care centered approach in the **AVADE® Level I** training. **AVADE® Level I, II,** and **III** training program provides a healthcare agency the most comprehensive verbal intervention and de-escalation skills to minimize violent behavior. **AVADE®** offers more advanced de-escalation training in a 2-hour, 4-hour or 8-hour interactive role-playing format, building upon the foundation principles of de-escalation outlined in the **AVADE® Level I** training program.

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Human Resources Standard | Continued	🎓 **AVADE**® Training
Continued From Above	**AVADE® Level II Self-Defense Tactics & Techniques** focus on teaching fundamental based techniques to escape and evade physical harm. When escape is not possible during a physical attack, techniques are taught to respond to the most common types of physical attacks in healthcare settings such as: hitting, grabs, hair-pulls, bites, choking, etc. **AVADE® Level III** focuses on a team approach with non-physical verbal de-escalation intervention, leading up to responding to a person who is displaying violent or self-destructive behavior that puts themselves, patients, visitors, staff, or others in immediate danger of physical injury. **AVADE® Level III** training aligns with CMS and other regulatory best practices for appropriate physical intervention and restraining techniques in the healthcare setting.

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AVADE® Training | Compliance Alignment

4.1 Compliance Alignment Comparison | Leadership Standard 03.01.01

Leadership Standard	🎓 **AVADE®** Training
Leadership LD.03.01.01: Leaders create and maintain a culture of safety and quality throughout the hospital. **Elements of Performance for LD.03.01.01	EP 29:** The **hospital** has a **workplace violence prevention program** led by a **designated individual** and developed by a **multidisciplinary team** that includes the following: ▪ **Policies** and **procedures** to prevent and respond to workplace violence ▪ A **process** to **report incidents** in order to **analyze incidents** and **trends** ▪ A **process** for **follow up** and **support to victims** and witnesses affected by **workplace violence, including trauma** and **psychological counseling**, if necessary ▪ **Reporting** of **workplace violence** incidents to the **governing body** **Rationale for EC.03.01.01	EP 29:** Identifying an **individual** to be **accountable** for an organization's **workplace violence prevention program** establishes clear lines of **accountability**. Additionally, having **policies** and a **standardized process** to **report** and **follow up** on **events** or near-misses **decreases variation** in the **program**. **Data collection** and simple, **accessible reporting** structures show **commitment** to providing a **safe** and secure **work environment**. Regularly **reporting incidents** and **trends** to the **governing body** promotes **transparency** and further establishes **accountability** for the **program**.	The **AVADE® Assessment & Analysis Tool** can assist the designated individual responsible for the Workplace Violence Prevention program in identifying existing gaps in their current program. The **AVADE® Assessment & Analysis Tool** is designed to be used as an ongoing tool for a multidisciplinary team to evaluate the effectiveness of the hospital's workplace violence prevention program. **AVADE®** Training provides best practices for debriefing after incidents of violence, along with an opportunity for a Healthcare Agency to cover their specific procedures in **AVADE® Level I**: ▪ What is Stress? ▪ Fear Management ▪ Putting the Brakes on the Fight-Flight-Freeze ▪ Managing Your Stress ▪ Post-Incident Stress Debriefing ▪ Critical Incident Stress Debriefing **AVADE®** Training has implemented an effective 4-step debriefing tool to help mitigate the long-term effects of being involved in a violent incident(s). **AVADE®** Training expands upon debriefing best practices for coping with incidents of violence along with a healthcare agency to cover their specific procedures in **AVADE® Level I**: ▪ Triage	Medical & Hazmat ▪ Reporting the Incident	HR, Employee Health, Security, Law Enforcement, Governing Body ▪ EAP	Employee Assistance Program ▪ Intitate Corrective Actions to Prevent Reoccurences

CONTACT US TODAY!

Get started by requesting a **FREE** Training Proposal.
Call now, Toll Free: **866.773.7763**