



# How to Meet and Exceed Joint Commission Workplace Violence Prevention Standards

REDUCE WORKPLACE VIOLENCE AGAINST HEALTHCARE  
WORKERS AND PROMOTE SAFETY IN HOSPITALS

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## DEFINING THE PROBLEM

Healthcare workers who experience workplace violence face significant consequences, not only to their physical and mental health but also to the level of care their patients receive.

The ongoing increase in **violence against healthcare workers** over the past decade, particularly during the COVID-19 pandemic, has brought this critical issue under new scrutiny.

In light of the high incidence rates of violence against healthcare workers, the Joint Commission on Accreditation of Healthcare Organizations (JC) issued the [R3 Report](#); a comprehensive manual outlining new prevention standards for hospitals across the country. As stated in the report, “The high incidence of workplace violence prompted the creation of new accreditation requirements” that center expert guidance from stakeholders, customers, and experts in the field.

As of January 1st, 2022, all critical access and JC-accredited hospitals set these new improvements in motion. 2018 data showing healthcare and social service workers involved in 73% of nonfatal workplace violence incidents illustrates the need to improve hospital safety plans.

CENTEGIX offers novel improvements to your hospital’s [healthcare safety plan](#) that embrace the new JC standards. Our [mission](#) is simple: create safer spaces that empower and protect people. With our innovative technology, we can help your administrators ensure compliance with the new and improved workplace violence safety standards and pass accreditation with ease.

73%

of healthcare & social services workers involved in workplace violence

## NEW JOINT COMMISSION STANDARDS

The new standards for workplace violence prevention in healthcare issued by the JC began with a simple goal: define workplace violence. According to the JC, the R3 Report [defines workplace violence](#) as:

*An act or threat occurring at the workplace that can include any of the following: verbal, nonverbal, written, or physical aggression; threatening, intimidating, harassing, or humiliating words or actions; bullying; sabotage; sexual harassment; physical assaults; or other behaviors of concern involving staff, licensed practitioners, patients, or visitors.*

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Next, the JC sought [new revisions](#) that specified previously established standards that were too vague and ineffective. **The changes revolve around three key areas:**

1

### Staff Education & Recurring Training

- Define workplace violence and train staff to identify it.
- Distinguish between violent and non-violent acts.
- Teach conflict resolution and de-escalation techniques.
- Train staff on effective and timely incident reporting.
- Identify triggers to notify law enforcement.

2

### Safety Culture

- Define the role of leadership in preventing workplace violence.
- Name someone to develop the hospital safety plan and assign a deadline.
- Establish a chain of accountability for training certification.
- Conduct recurring training on incident reporting and response.
- Establish resources for victim support and a directory of points of contact for each.

3

### Environment Monitoring

- Designate a facility Safety Manager to process data and enforce standards.
- Establish data collection methods and train staff on ethical/legal standards.
- Identify trends, patterns, and deficiencies for Safety Manager review.
- Establish metrics for program effectiveness and standards for reporting deficiencies.
- Create and share environmental report summaries with facility administrators.



Each of these target areas works in conjunction with others to reduce violence against healthcare workers and create a safe hospital experience for both staff and patients. Instituting a structured, standardized practice will allow staff to feel comfortable reporting incidents of workplace violence and trust that their reports will be taken seriously.

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# WHAT TO EXPECT FROM ACCREDITATION AND HOW TO ENSURE COMPLIANCE

With new JC workplace violence prevention standards, hospitals and healthcare providers should adapt their practices to ensure they achieve accreditation. JC accreditation—a “symbol of quality” awarded to healthcare organizations after they pass an evaluation of the facility’s performance standards—opens the door for organizations to receive payments for federally funded programs like Medicare and Medicaid. CENTEGIX is familiar with the ins and outs of the JC accreditation process and can prepare your hospital or facility to pass the survey.

Accreditation standards cover everything from emergency safety plans to staff certification to patient rights and privacy, with the main priority being your organization’s compliance with the JC patient care and building safety performance standards.

A JC surveyor’s visit is typically—and intentionally—unannounced. Thus, it is imperative that your organization continuously check its processes and stay up-to-date on industry standards to pass an accreditation survey with flying colors at any time. Thankfully, there are [steps you can take](#) to ensure your staff maintains constant readiness:

- ✓ Educate your staff on JC workplace safety standards and their intent.
- ✓ Confirm medicines are correctly labeled, dosages are always correct, and syringes are sterile.
- ✓ Keep evidence required for the survey documented and organized at all times.
- ✓ Verify patient record accuracy and follow privacy guidelines.
- ✓ Connect with other healthcare leaders with JC survey experience.

Your organization can also conduct mock surveys, going through all of the usual steps an official JC accreditation survey requires. Running mock surveys familiarizes staff with what to expect on the official survey day, provides an opportunity for them to ask questions, and reduces stress. Additionally, mock surveys can highlight areas in your facility out of compliance with established standards well ahead of time. Conducting regular drills of this kind makes a no-notice inspection routine and relatively stress-free.

Implementing these tips and tricks in preparation for a successful JC accreditation survey demonstrates a commitment to preventing violence against healthcare workers.

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## GUIDANCE FROM OSHA

Together, the JC and the US Occupational Safety and Health Administration (OSHA) collaborated to revamp workplace violence prevention standards and hospital safety plans. [OSHA](#) guides healthcare facilities as they navigate ongoing incidents of violence against healthcare workers.

Successful workplace violence prevention programs are clear, direct, and well-written. They protect all people throughout the healthcare experience, from staff to patients to administration. They also combine both the patient care and building safety sides of the JC accreditation evaluation.

OSHA has outlined five main pillars for designing an effective workplace violence prevention program:

- Management Commitment and Worker Participation
- Worksite Analysis and Hazard Identification
- Hazard Prevention and Control
- Safety and Health Training
- Recordkeeping and Program Evaluation

OSHA workplace violence prevention program guidelines include [sample checklists](#) your hospital or healthcare organization can use when working toward accreditation.

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# WHY IS PROPER COMPLIANCE IMPORTANT FOR HEALTHCARE ORGANIZATIONS AND THEIR PATIENTS?

Healthcare organizations can go wrong in so many ways when revisiting their healthcare safety plans. Achieving proper compliance is no small feat, which is why it is vital that your facility understands the importance of JC accreditation.

Patient safety and quality care are at the heart of any healthcare practice. As such, [patient safety goals](#) are a top priority for JC accreditation and OSHA's workplace violence prevention standards. There are nine categories of patient safety goals involved in achieving compliance:

- Assisted living care
- Ambulatory care
- Behavioral care
- Critical access
- Home care
- Hospital care
- Lab services
- Nursing care
- Office-based healthcare (including outpatient care)

Each of these areas is critical not only for passing an accreditation survey but also for evaluating internal operations and improving the overall quality of care.

Failure to comply with JC standards can place your organization at [risk of losing accreditation status](#). Losing accreditation means hospitals could no longer be able to bill federal payers, which has significant financial implications for the facility and its operations.

Obtaining accreditation for your hospital is voluntary. Putting in the effort to reach this status, even though it is not required, shows your staff and patients that your healthcare organization strives for excellence. When staff feel safe and supported in the workplace, they are empowered to go above and beyond in providing great quality care to patients.



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# CENTEGIX: OUR COMPLIANCE SOLUTIONS

CENTEGIX understands the stress that comes with preparing to pass an accreditation survey. Setting up proper communication channels between patients, staff, administration, and first responders can ease that stress. Central to accreditation surveys is ensuring your hospital has effective communication built into its healthcare safety plan.

Advances in [communication technology](#) can aid and support your healthcare organization's compliance goals. Specifically, communication technology addresses the "Hazard Prevention and Control" standard of OSHA's new workplace violence prevention program.

In a crisis, every second matters. Effective communication elicits timely assistance. That's why we created an evidence-based, innovative device that improves communication, eliminates safety gaps, and works as a real-time solution during an emergency. The CENTEGIX CrisisAlert badge is a wearable panic button with its own network that instantly calls for help during any kind of emergency.

Hospitals rely on real-time location systems to resolve a duress situation. With a focus on safety for staff and personnel, CrisisAlert uses engineering and administrative control to bridge the communication gap during a crisis. Regardless of the location of an emergency, CrisisAlert can:



**Notify other staff members that there is an emergency.**



**Mobilize security on your hospital campus.**



**Notify appropriate first responders of your location.**

The CrisisAlert system collects data, enabling administrators to track and predict workplace violence incidents and make data-driven decisions regarding resource allocation to better serve their staff and patients. Moreover, the CrisisAlert badge has a 100% adoption rate by staff since it can be worn with a common hospital or healthcare ID badge and requires no app downloaded on a personal device.

Integrating CrisisAlert with your healthcare safety plan demonstrates to JC surveyors that your Safety Manager or other designated safety leader has carefully considered how technology can increase compliance with new standards. CrisisAlert's discreet profile and instantaneous communication capability further enable your hospital to mitigate and prevent violence against healthcare workers.



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CENTEGIX is the leader in incident response solutions. CENTEGIX creates safer spaces by innovating technology to empower and protect people, and leaders nationwide trust our safety solutions to provide peace of mind.

Since 2016, the CENTEGIX team has evolved strategically to support the safety needs of a growing business. Our team has experience in a variety of technology companies and across stages from start-up to early stage growth to enterprise. To learn more about CENTEGIX, visit [www.CENTEGIX.com](http://www.CENTEGIX.com).

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