

A Layered Approach to Addressing Workplace Violence

An AHA and CENTEGIX Affinity Forum Summary Featuring:



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Forum Summary

Violence prevention in healthcare requires **multifaceted, layered strategies**, including physical security measures, staff training, and alert systems, all supported by leadership. **A customized approach** based on an organization's **unique risks and culture** is essential.

Risk assessments, including **security evaluations and reporting audits**, ensure impactful safety enhancements. "We started scheduling security assessments, really recognizing what people had at their disposal versus what [we were] missing," Kala Bettis described. "Meeting with **law enforcement** [helped us] see other things that were happening in the community that could also affect our healthcare system."

Involving frontline staff in safety planning is key to identifying vulnerabilities and increasing engagement. "We recognized that [front desk staff] didn't feel comfortable," Bettis shared. To address concerns and better prepare the clinic for all types of scenarios, Vail Health implemented several safety measures, including CrisisAlert™ wearable duress buttons and ballistic glass.

Vail Health was **mindful in their approach** to enhance safety without contributing to the stigma surrounding behavioral health patients. They wanted to ensure they were best serving everyone—patients and staff alike—and communicated so appropriately.

A layered approach proved the most effective strategy for enhancing safety at Vail Health. Through a strong leadership stance, proactive prevention measures, and real-time emergency response, organizations can significantly improve safety in healthcare.



No single solution can prevent workplace violence.

Pursue a layered approach, combining strategies tailored to your organization's unique needs.

Listen to the frontlines.

At Vail Health, employees voiced concerns and leadership responded. Engage staff when you conduct assessments and evaluate and implement solutions.

Leverage technology as enhancements.

Tools like CrisisAlert™ help accelerate response times but must be integrated with human strategies to maximize effectiveness.

You can balance safety and stigma.

Communicate that safety enhancements benefit staff and patients, and consider how your approach impacts everyone.

Collaboration is critical.

Utilize staff meetings to foster alignment and clarity. Leverage law enforcement and safety experts to refine planning.

ACTIONABLE INSIGHTS

"There is no one answer. There are a whole series of layered solutions that work together to be effective. And that's really where we need to focus."



ELISA ARESPACOHAGA

"We must invest in a culture where workplace violence is not tolerated. A zero-tolerance approach, backed by layered solutions, is critical to ensuring healthcare workers feel safe and supported."



ANDREA GRECO