

Implementation of a Preparedness Program to Address Violent Situations in Healthcare

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Table 2. Preparedness program committee structure

Figure reference	Committee title	Meeting frequency	Committee purpose/function	Members
Figure 1	Violence Prevention and Mitigation Committee (Executive)	Weekly	<p>The purpose of the Violence Prevention and Mitigation Committee (Executive) is to provide overall direction to the violent patient program.</p> <p>The functions include:</p> <ul style="list-style-type: none"> • Seeking to reduce both the number of violent patient incidents toward staff and the level of harm inflicted on staff • Standardizing the language used to describe workplace violence behaviours exhibited by patients • Providing updates as requested to appropriate enterprise hospital-based and ambulatory practice/ leadership committees • Developing, recommending and monitoring hospital and ambulatory policies, processes and procedures to: <ul style="list-style-type: none"> › Align enterprise initiatives and standards › Incorporate best practices to ensure high-quality outcomes for patient and staff • Overseeing electronic healthcare record changes • Providing enterprise standard employee education and training • Facilitating new initiatives (e.g., door card) • Prioritizing requests for changes to practices, processes and workflows associated with violent patients in the inpatient and ambulatory setting • Reviewing and analyzing enterprise violent patient data trends • Providing structure for organizational support to patients and staff following a violent incident 	<p>Triad leadership: Security Nurse administrator Patient safety program manager</p> <p>Membership: Physician-medical director Human resources Nurse administrator Clinical nurse specialist Security manager operations Operations administrator–hospital Operation administrator–ambulatory Patient experience manager Hospital operations manager Employee and occupational health Data and analytics Public affairs Management engineering and internal consulting</p>

Figure reference	Committee title	Meeting frequency	Committee purpose/function	Members
Figure 1	Enterprise Oversight Violent Patient Committee	Quarterly	<p>The purpose is to update all regional sites of new major initiatives from the executive violent patient committee. Each regional (local) violent patient committee provides an update. Other functions include:</p> <ul style="list-style-type: none"> • Addressing regional (local) concerns • Discussing best practices to diffuse across the enterprise • Networking across regions • Reviewing violent patient data trends • Discussing regional (local) pilots 	<p>Triad leadership: Security Nurse administrator Patient safety program manager</p> <p>Membership: Each of the seven regions has one or two voluntary multidisciplinary leaders to attend the enterprise oversight violent patient committee. The region selects those representatives who attend the meeting to bring back information to the regional (local) site. The roles represent a wide variety of multidisciplinary staff members (see the following text for regional [local] violent patient membership).</p>
Figure 1	Regional (local) site violent patient committees	Weekly/Monthly	<p>The purpose of the regional (local) violent patient committee is to support the executive violent patient committee initiatives and address regional (local concerns). Other functions include:</p> <ul style="list-style-type: none"> • Accountability for any regional (local) work related to violent behaviour in patients and visitors • Developing, recommending and monitoring regional (local) hospital and ambulatory policies, processes and procedures to: <ul style="list-style-type: none"> > Align with enterprise initiatives and standards > Incorporate best practices to ensure high-quality outcomes for patients and staff • Reviewing regional (local) violent patient data and identifying target areas for improvement • Providing updates as requested to appropriate regional (local) hospital-based and ambulatory practice/ leadership groups • Seeking to reduce both the number of violent patient incidents toward staff and the level of harm inflicted on staff at the regional (local) site • Providing support for patient and staff following a violent incident 	<p>Triad leadership: Security Nurse administrator Patient safety program manager</p> <p>Membership: Physician-medical director Human Resources Nurse administrator Clinical nurse specialist Security manager – Operations Operations administrator – hospital Operation administrator – ambulatory Patient experience manager Employee and Occupational Health Hospital operations manager Staff registered nurses Nurse manager Patient care assistant</p>