

Instructor Guide

# Preventing Workplace Violence in California's Healthcare Industry



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## Summary

Topic: Preventing Workplace Violence in California's Healthcare Industry

Subtopic: 2018 CA-OSHA: Identify, Prevent, Report Workplace Violence Training

Level: Adult, Professional

Objective: Educate healthcare professionals about the unique risks associated with this industry concerning workplace violence. Provide clear actionable ways to spot and prevent workplace violence, protecting healthcare workers and patients. Implementing and integrating a workplace violence prevention program with an existing Injury and Illness Prevention Program. Managing the new CA required Violent Incident Log recordkeeping and reporting system.

Time Allotment: 1-hour

Format: Powerpoint Webinar & ILT Classroom

Pre-reqs: 0-2 years of healthcare experience

## Overview

Workplace violence is a serious problem, victimizing nearly 2 million American workers annually. According to the Bureau of Labor Statistics Census of Fatal Occupational Injuries (CFOI), in 2014, 403 workers died from incidents of workplace violence. Oftentimes, work environments and job roles can put employees at greater risk. Healthcare workers are considered to be among those who are at high risk for becoming victims of workplace violence. Fortunately, there are effective methods to create awareness and prevent acts of violence in healthcare work settings. This course will prepare healthcare agencies to comply with the latest standards of workplace violence under the state of California's - Occupational Safety and Hazard Administration (OSHA) Title 8 Section 3342 of the CA Code of Regulations.

## Course Organization

Module 1	About Workplace Violence in Healthcare Settings
Module 2	What the Law Says About Workplace Violence
Module 3	Preventing Workplace Violence in Healthcare
Module 4	Responding When Violence Happens
Module 5	Healthcare Specific Workplace Violence Prevention Plan
Module 6	Recording and Reporting Violence

## Specifications

Course designed to be delivered in a 1-hour presentation by a live instructor on site and/or distance learning format. Knowledge Checks, Discussions, Exercises, and Assessments are designed to help learners remember content and apply it to their real-life work situations.

## Materials and Resources

Gather the following materials and resources for leading the course in a live classroom environment.

### Materials

1. Employee Handbook (enough copies for participants), may be available by download or digital version as well
2. Projector with a power source and remote pointer for slide manipulation
3. PowerPoint slides set up for overhead or online presentation
4. Script ready for the instructor to refer to
5. Notepad and writing instrument for each participant
6. Timer for KC's, exercises, and final assessment

## Resources

1. Wi-Fi access
2. Web browser access for online demonstrations

## Lesson Notes

Use the attached slides with slide-by-slide Trainer Notes and instructions to follow the presentation.

<https://docs.google.com/presentation/d/1BkbwxnijsgN-G8eH7iDAw2E2SUoo54mpwl8NLVQUmC4/edit?usp=sharing>

## Websites

State of CA Department of Industrial Relations

<http://www.dir.ca.gov/wpnodb.html>

Reporting Workplace Violence, Quick User Guides, and Tutorials (watch/download)

<https://www.dir.ca.gov/dosh/workplace-violence-reporting-for-hospitals.html>

## Assessment

At the end of this presentation, students will take a brief 10-question assessment to confirm completion of the course, and a printed certificate will become available for use in an employee file. Participants will have up to 3 tries to pass the assessment with a grade of at least 80%.

