

# The Healthcare Violence Reduction Center Purpose and History

Strategies for addressing this significant issue  
[ltu.edu/hvrc](https://ltu.edu/hvrc)

April 16, 2025

# Addressing Workplace Violence in Healthcare



The Healthcare Violence  
Reduction Center (HVRC)



Lawrence Technological  
University

## Origin of the HVRC



Created in response to the rise in workplace violence in healthcare:

50+ nurses attacked daily in the U.S.

Nearly 40% of healthcare workers report incidents

Founded by LTU and partners to develop evidence-based solutions.

# Mission and Goals

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Our mission: Provide practical, research-driven strategies to reduce workplace violence.

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Goals:

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Safeguard healthcare staff and patients

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Drive innovation and collaboration

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Apply technology to create safer environments

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# Our Services



## RESEARCH PROJECTS

- Ideas Provided by Members
- Members recommend ideas
- Supplemental Grant Funds ID'd
- Research Performed
- Research Results Compiled

## RECOMMENDATIONS

- Innovative Technologies
- Enhanced Security Systems
- New Processes
- Training Programs
- Other

## GENERAL SERVICES

- Best Practice Clearinghouse
- Consultations
- Expert Talks
- Member Website Access
- Promotion

## Founding Partner





## Member Hospitals



**UNIVERSITY OF MICHIGAN  
HEALTH-SPARROW**  
MICHIGAN MEDICINE



**UNIVERSITY OF  
MICHIGAN HEALTH-WEST**  
MICHIGAN MEDICINE

**LTU**  
HEALTHCARE  
**VIOLENCE**  
**REDUCTION**⊕  
CENTER

## Sponsors

Community  
Foundation

FOR SOUTHEAST MICHIGAN



LTU  
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CENTER



# Board Leadership

Board members provide:

- Strategic guidance
- Ground-level insights
- Commitment to scalable, impactful solutions
- Ensures work is relevant and actionable.

# Board Leadership

*Amy Brown*



*Shawn Bolen*



*Jerry Dumond*



*John Bolde*



*Heather Shragg*



*Margy Dayton*



*Ben Huckins*



*Jenifer Monzo*



# Key Strategies and Initiatives

Core focus areas:

- Data and reporting
- Barriers to reporting
- Root cause of violence
- Mitigation efforts that do and don't work
- Replicable databases and data sharing
- Using data for developing new tools

# Types of Healthcare Workplace Violence

- Physical Violence
- Verbal Violence
- Psychological/Emotional Violence
- Sexual Harassment
- Lateral or Horizontal Violence
- Cyber Violence
- Domestic or Personal Violence spillover



# Why Healthcare Providers Don't Report Violence

- Normalization
- Fear of Retaliation or Repercussions
- Complex Reporting Procedures
- Lack of Follow-up or Action
- Concerns about Patient Relationships
- Cultural or Institutional Barriers

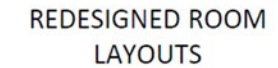
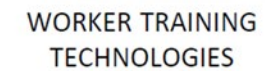
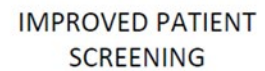
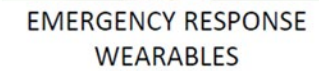
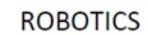


# From Research to Practice



Real-world solutions:

- Tested in pilot programs
- Refined through direct facility engagement
- Focus on adaptability and continuous improvement.





# Measuring Impact

Success is measured by:

- Reduction in violent incidents
- Improved staff perceptions of safety
- Positive feedback from healthcare workers
- Data-driven refinement for long-term change.

# Conclusion

- HVRC is leading efforts to address workplace violence in healthcare.
- With strong partnerships, a diverse board, and applied innovation, we're creating safer environments nationwide.

Please welcome Scott  
Olson to talk about  
research efforts

# Addressing Healthcare Workplace Violence and Mitigation Strategies

Exploring safety issues in healthcare environments

# Agenda Items

Overview of Healthcare Workplace Violence

Factors Contributing to Workplace Violence in Healthcare

Current Strategies to Mitigate Workplace Violence

Research and Case Studies on Mitigation Techniques

Future Directions

# Overview of Healthcare Workplace Violence

# Definition and Types of Workplace Violence

## Understanding Workplace Violence

Workplace violence is any act of violence occurring in a specific work environment, impacting healthcare staff and patients.

## Types of Violence

The types of workplace violence include physical assaults, verbal abuse, and harassment, each affecting safety differently.

## Implications for Safety

Understanding these types is crucial for implementing effective safety measures for both staff and patients.



# The Growing Crisis of Workplace Violence in Healthcare

Healthcare workers dedicate their lives to caring for others, yet they are disproportionately at risk of workplace violence. While healthcare professionals make up only 10% of the U.S. workforce, they experience a staggering 48% of recorded nonfatal injuries due to workplace violence.<sup>1</sup> The crisis has reached a breaking point, with growing concerns about safety driving many healthcare professionals to reconsider their roles and careers.

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## Prevalence in Healthcare Settings

### Higher Risk for Healthcare Workers

Healthcare workers face a significantly higher risk of experiencing workplace violence compared to workers in other professions, stressing the need for attention.

### Alarming Incident Rates

Recent reports reveal alarming rates of workplace violence incidents in healthcare settings, underscoring the seriousness of the issue.

### Need for Preventive Measures

There is an urgent need for effective preventive measures to protect healthcare workers from violence and ensure a safer working environment.

# Factors Contributing to Workplace Violence in Healthcare

# Environmental and Situational Factors

## High-Stress Situations

High-stress environments can escalate tensions and contribute to incidents of workplace violence.

## Inadequate Security Measures

Lack of proper security can lead to vulnerabilities in the workplace, increasing the risk of violence.

## Poorly Designed Facilities

Facilities that are not well-designed can contribute to confusion and frustration.

## Lack of Early Warning Signs

Staffing shortages and unawareness of signs that precede or predict violence increase the likelihood it occurs.



# Job-Related Stress and Burnout

## Impact of Stress on Healthcare Workers

Job-related stress significantly affects healthcare workers, increasing their vulnerability to burnout and workplace violence.

## Burnout and Workplace Violence

Burnout can lead to increased risks of workplace violence, making it essential to identify and manage stressors effectively.

## Support and Resources

Providing adequate support and resources is crucial for reducing job-related stress and maintaining a safe work environment.



# Patient and Visitor Behavior

## Workplace Violence Risks

Aggressive or unpredictable behavior from patients and visitors poses serious risks to healthcare workers' safety.

## Fostering a Safe Environment

Creating a safe healthcare environment involves proactive measures and training to handle difficult situations effectively.

## Management Strategies

Implementing effective management strategies is crucial to mitigate aggressive behaviors and enhance safety in healthcare settings.





# Current Strategies to Mitigate Workplace Violence

# Guidance



Domain	Description
Environment of Care	Annual worksite analysis and management of risks
	Continuous data monitoring and reporting
	Risks related to workplace violence
Human Resources	Staff education and training
Leadership	Workplace violence prevention program



# One Size Does Not Fit All

- Level 1 Trauma Center
- Critical access hospitals
- Unique populations served



# Policy and Regulatory Measures

## Importance of Policies

Policies are essential in mitigating workplace violence, ensuring a safer environment for healthcare workers and patients.

## Zero-Tolerance Policies

Implementing zero-tolerance policies is vital for preventing workplace violence and responding effectively to incidents.

## Clear Guidelines

Establishing clear guidelines helps healthcare organizations effectively address and manage incidents of violence.

# Training and Education Programs

## Importance of Training

Training programs are essential for healthcare workers to develop the necessary skills to handle violent situations effectively.

## Continuous Education

Continuous education is crucial in fostering a culture of safety within healthcare environments, ensuring staff stay informed and prepared.

## Response Strategies

Equipping healthcare workers with effective response strategies is essential to prevent escalation in violent situations.

# Effective Intervention Strategies

## **De-escalation Techniques**

De-escalation techniques are proactive measures used to diffuse tense situation and prevent conflict escalation.

## **Conflict Resolution Training**

Conflict resolution training equips individuals with skills to effectively handle disputes and improve communications.

## **Mental Health Professionals' Role**

Involving mental health professionals in high-risk scenarios can provide essential support and intervention strategies to manage crises.



# Environmental Design and Security Measures



## Improved Lighting

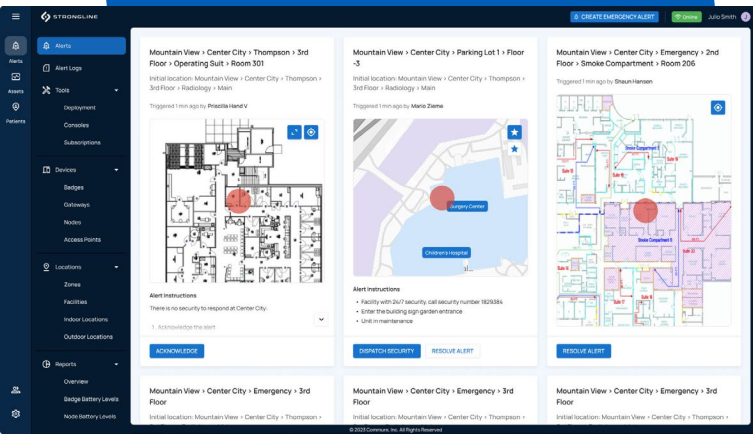
Enhancing lighting in the workplace can deter potential threats and create a safer environment for employees.

## Security Cameras

Installing security cameras throughout the workplace increases surveillance and helps in monitoring activities for enhanced security.

## Emergency Response Systems

Accessible emergency response systems are crucial for ensuring swift action during critical incidents, thereby enhancing workplace safety.



# Research and Case Studies on Mitigation Techniques

# Recent Studies and Findings

## Prevalence of Workplace Violence

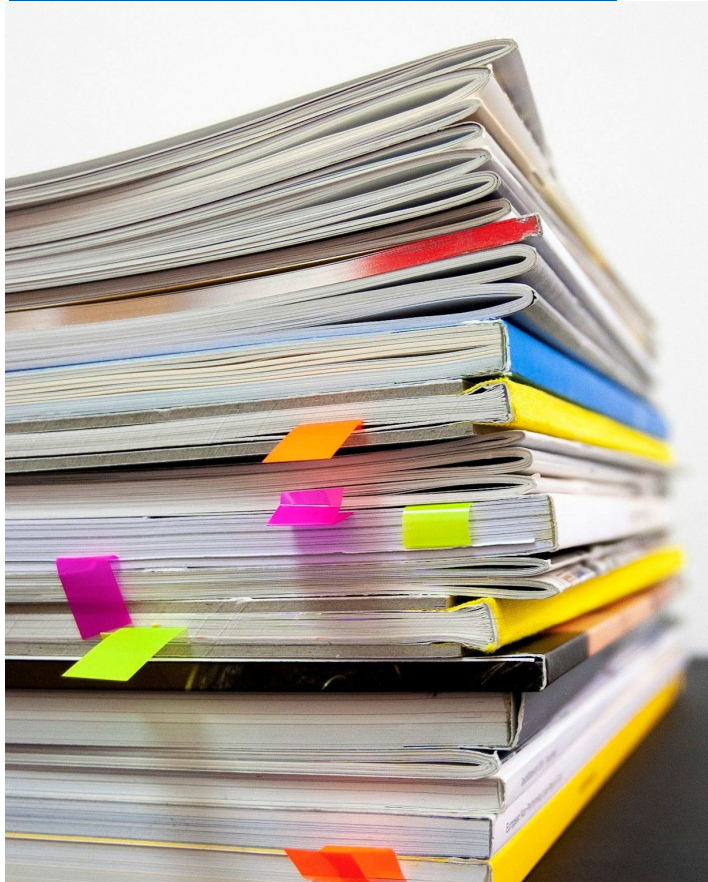
Recent studies highlight the alarming prevalence of workplace violence in healthcare settings, affecting both staff and patients.

## Impact on Healthcare Workers

Workplace violence significantly impacts healthcare workers' mental and physical well-being, resulting in job dissatisfaction and turnover.

## Effective Interventions

Targeted interventions, such as training and policy changes, can dramatically reduce the incidence of violence in healthcare environments.





# Lessons Learned

## **Mitigating Workplace Violence**

Case studies reveal effective strategies for preventing and addressing workplace violence in healthcare environments.

## **Comprehensive Approach**

A comprehensive approach to safety in healthcare includes communication, training, and environmental modifications to reduce risks.

## **Empowered Reporting Environment**

Fostering an environment where staff feel empowered to report incidents is key to ensuring patient and employee safety.

# Culture of Safety and Support

## **Open Communication**

Encouraging open communication among staff is vital for a safe healthcare environment. It helps in effectively reporting and addressing safety concerns.

## **Importance of Stakeholder Engagement**

Engaging stakeholders like healthcare workers and management is crucial for addressing workplace violence effectively.

## **Collaborative Strategies**

Collaboration among stakeholders can lead to more effective strategies and sustainable solutions to combat violence in the workplace.

# Future Directions

# Innovative Approaches and Technologies

## **AI Monitoring Systems**

AI monitoring systems can analyze workplace environments in real-time, helping to identify and mitigate potential risks effectively.

## **Telehealth Options**

Telehealth options provide remote healthcare services, ensuring employees can access help anytime, improving overall well-being and safety.

## **Enhancing Safety and Efficiency**

Innovative technologies not only enhance workplace safety but also improve operational efficiency, leading to a more productive environment.

# AI-Assisted CCTV

- Combined with other sentinel data
- Patterns of movement indicating agitation
- Automated patient waiting time tracking
- Early warning of disturbances
- Unauthorized access to spaces
- Crowding of waiting areas





# K-9 Units

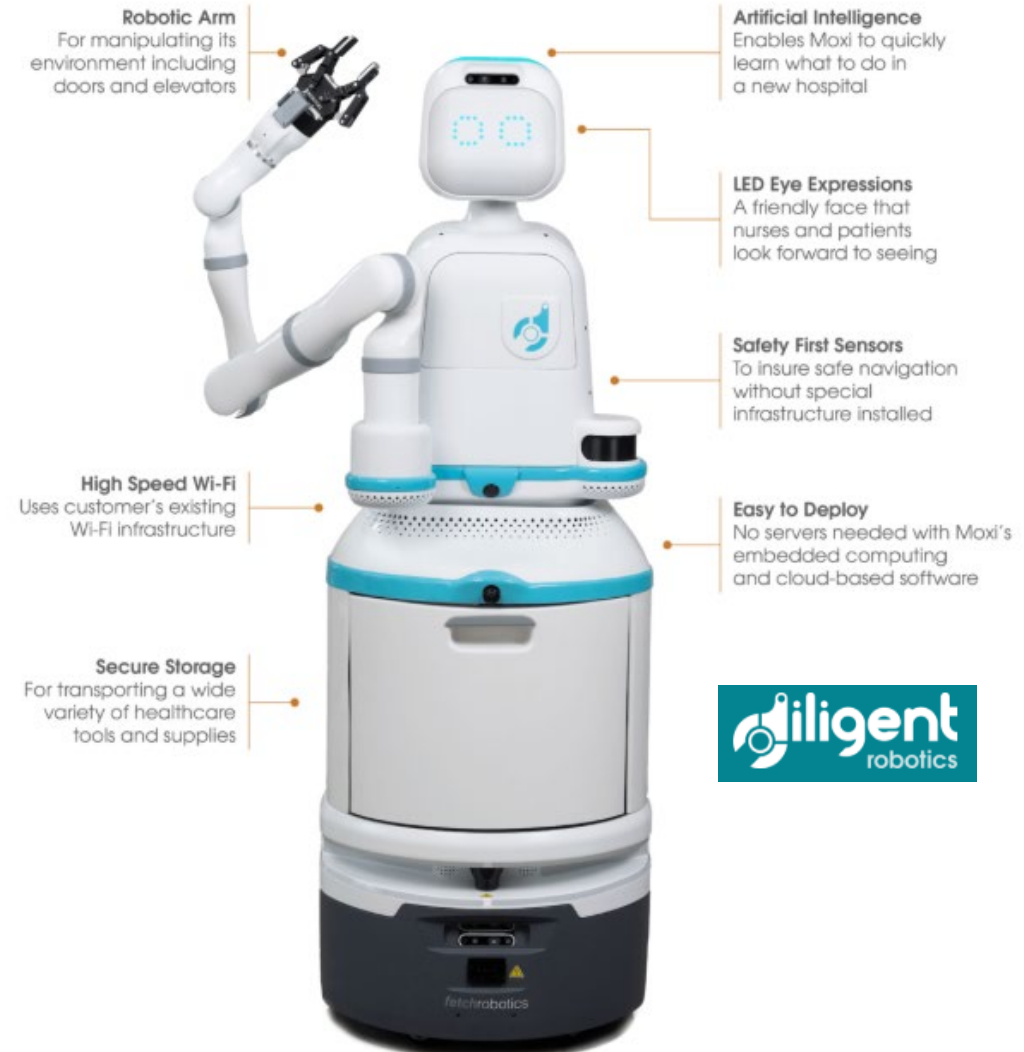
- Deterrence
- Crowd control
- Patient calming
- Staff confidence
- Controversial?





# Robotics

- Patient triage
- Wayfinding
- Delivery
- Patient interaction
- Surveillance





# Conclusion

## **Understanding Contributing Factors**

Understanding the root causes of workplace violence is essential for developing effective prevention strategies.

## **Implementing Effective Strategies**

Healthcare organizations need to adopt comprehensive, evidence-based strategies that address both prevention and response to incidents of violence.

## **Fostering a Supportive Culture**

Creating a positive work environment encourages open communication and support among healthcare professionals, enhancing safety.

# Contact Us

Stacey Frankovich

Director, HVRC

[Sfrankovi@LTU.edu](mailto:Sfrankovi@LTU.edu)

Scott Olson

Research Lead, HVRC

[r.scott.olson@gmail.com](mailto:r.scott.olson@gmail.com)

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