



Workplace Violence Against Nurses in Texas

**As Required By
Texas Health and Safety Code Section 105.009**



**Department of State Health Services
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Executive Summary

[House Bill 2696](#) (H.B. 2696), 84th Texas Legislature, Regular Session, 2015, added [Section 105.009](#) to the Health and Safety Code to allow the Texas Center for Nursing Workforce Studies (TCNWS) to conduct a study on workplace violence against nurses in hospitals, freestanding emergency medical care facilities (FEC), nursing facilities, and home health agencies (HHA).

The study consisted of a survey of individual nurses and a survey of employers of nurses. The individual nurse survey was distributed to a sample of 7,759 RNs and LVNs. It included questions related to how frequently a nurse experienced violence in the workplace over the past 12 months and over the course of their career, information on the most recent violent event perpetrated against them, and how they rate their current employer in terms of safety and effectiveness at managing and preventing workplace violence. The employer survey was distributed to 2,762 hospitals, nursing facilities, home health agencies, and freestanding emergency medical care facilities. It included questions related to practices and strategies used by their organizations to prevent workplace violence against nurses.

The study found that most nurses had experienced some kind of violent act in the workplace in the past 12 months. Verbal abuse was the most common type of workplace violence experienced by nurses. Patients were the most commonly reported group to commit violent acts against nurses. The majority of facilities responded that their organization has implemented a program or policy that includes prevention of workplace violence against nurses. The most common type of workplace violence prevention training nurses reported receiving was workplace violence awareness training. Most facilities' policies included workplace violence prevention training, assessment of work areas for risk factors, required reporting of incidents, and investigation of reported incidents.

Texas Center for Nursing Workforce Studies Advisory Committee Recommendations

Based on the findings of the Workplace Violence Against Nurses Survey, the Texas Center for Nursing Workforce Studies Advisory Committee provides the following recommendations.

Recommendation 1: Promote Safer Facilities

While workplace violence was an issue in all facility types, nurses in FECs in particular experienced higher levels of violence and were less likely to report violence or feel safe in the workplace. Nurses in FECs were the most likely to have experienced a threat as the most recent violent action perpetrated against them (30.4% of respondents). 61% of FEC nurses did not report their most recent violent event. Over half of FEC nurses (56.5%) did not report the violent event because "it is an accepted/expected part of the job." 37.8% of FECs did not provide workplace violence training. 23.9% of FEC nurses rated their organization as not at all or slightly safe, which was the highest percentage of all facility types. Nearly one-third of FEC nurses (32.6%) rated their organization as not at all or slightly effective at preventing and managing workplace violence compared to 24.1% of nurses overall.

- Facilities, including FECs, should develop and implement violence prevention plans and work toward establishing a culture of safety.

Recommendation 2: Encourage Nurse Staffing Committees to Consider Incidents of Workplace Violence

Only 38.5% of responding hospitals reported that their staffing committees consider workplace violence in nursing staffing plans. A study conducted in an acute psychiatric ward found that an increase in the use of temporary nursing staff was strongly associated with an increase in violent incidents against nurses.¹

- Nurse staffing committees should consider incidents of workplace violence when developing and evaluating staffing plans. Adequate staffing is an important factor in determining the quality and safety of the practice environment. Incidents of violence in all forms constitute important information for nurse staffing committee consideration.
- Additionally, nurse staffing should be considered when violent incidents are evaluated.

Recommendation 3: Encourage Reporting of Violent Events

Only 40.5% of responding nurses reported the most recent violent event perpetrated against them through their organizational-based occurrence or incident reporting system, largely because workplace violence was “an accepted/expected part of the job” or they did “not expect anything to change.”

- Health care organizations should create and nurture a culture that requires, encourages, and supports the reporting of all kinds of workplace violence through existing incident/occurrence reporting systems.
- Organizations should use data on violent events to evaluate and improve their policies to prevent and address workplace violence. These efforts should be shared with nurses and other clinical staff to validate the value of reporting.
- All healthcare organizations should require reporting of incidents of violence, track and evaluate such incidents, and use this information to develop and continually improve violence reduction strategies which includes an organization specific workplace violence prevention plan.

Recommendation 4: Establish and Maintain Ongoing Surveillance

Because of the culture of under-reporting workplace violence, facilities should establish and maintain an ongoing surveillance of workplace violence and regularly evaluate preventive measures.

- A series of online surveys collecting data could serve as a tool for continued monitoring, evaluation, and research.
- The results of these surveys should be used for educational program and policy development. These processes would be facility-specific based on location, size, and the incidence of violence.
- Educational programs and policies should include identification of evidence-based methods for fostering a safe work environment and non-punitive reporting culture.

¹ James DV, Fineberg NA, Shah AK, Priest RG. An increase in violence on an acute psychiatric ward. A study of associated factors. *B J Psych.* 1990; 156(6): 846-852.

Introduction

[House Bill 2696](#) (H.B. 2696), 84th Texas Legislature, Regular Session, 2015, amended Chapter 105 of the Health and Safety Code, by adding Section 105.009 to read as follows:

Sec.105.009. STUDY ON WORKPLACE VIOLENCE AGAINST NURSES.

- (a) To the extent existing funding is available, the nursing resource section established under Section 105.002 may conduct a study on workplace violence against nurses in hospitals, freestanding emergency medical care facilities, nursing facilities, and home health agencies. A study conducted under this section must:
 - (1) distinguish between verbal and physical violence;
 - (2) determine the practice areas, environments, and settings in which verbal or physical violence is likely to occur;
 - (3) identify practices that prevent or reduce verbal and physical violence against nurses;
 - (4) survey nurses regarding the type and frequency of verbal and physical violence the nurses have experienced in the preceding year and throughout the nurses' careers; and
 - (5) survey hospitals, freestanding emergency medical care facilities, nursing facilities, and home health agencies regarding the occurrence of verbal and physical violence against nurses and specific strategies implemented to prevent verbal and physical violence, including:
 - (A) required reporting of verbal and physical violence;
 - (B) reporting of physical assaults to law enforcement; and
 - (C) implementation of a violence prevention plan and the contents of and personnel covered by the plan.
- (b) The nursing resource section may contract with an independent researcher to conduct all or part of the study.
- (c) The nursing advisory committee established by Section 104.0155 shall serve as the oversight committee for the study.
- (d) To the extent possible, the nursing resource section shall cooperate with the department and the Texas Board of Nursing to conduct the study and coordinate the surveys under this section with surveys required by other provisions of law.
- (e) If the nursing resource section conducts a study under this section, not later than December 1, 2016, the nursing resource section shall complete the study and publish the study findings.
- (f) This section expires December 31, 2017.

Background

Literature Review

House Bill 2696 directs the TCNWS to conduct a study on workplace violence against nurses in hospitals, freestanding emergency medical care facilities (FECs), nursing facilities, and home health agencies. In response to this legislation, the Texas Center for Nursing Workforce Studies Advisory Committee formed a task force of experts from across the state to help guide a project on workplace violence against nurses. In an effort to address all components of the legislation, the project was implemented in two parts: part 1.) a survey of employers of nurses to gather information on workplace violence prevention policies and practices, and part 2.) a survey of individual nurses to gather information on their personal experiences with workplace violence.

According to the National Institute for Occupational Safety and Health,² workplace violence is any physical assault, threatening behavior, or verbal abuse occurring in the workplace. For the purpose of this project, workplace violence is defined as:

“the intentional use of physical force or emotional abuse, against an employee, that results in physical or emotional injury and consequences. This includes physical assault, threat, sexual harassment, and verbal abuse, which are defined as follows:

Threat – the use of words, gestures, or actions with the intent of intimidating, frightening, or harming (physically or otherwise)

Sexual harassment – any type of unwelcome sexual behavior (words or actions) that creates a hostile work environment

Verbal abuse – when another person yells or swears at you, calls you names, or uses other words intended to control or hurt you

Physical violence – when you are hit, slapped, kicked, pushed, choked, grabbed, sexually assaulted, or otherwise subjected to physical contact intended to injure or harm you.”²

The Occupational Safety and Health Administration (OSHA) reports that each year almost 2 million Americans are victims of violence in the workplace.³ Violence in the workplace has become a serious concern for nurses because they have the highest risk among health professionals to become victims due to having the most interaction with patients.² In fact, a 2002 study found that 5 million hospital workers were exposed to workplace violence.² Since 2002 the incidents of workplace violence were four times more likely to occur in a healthcare setting than in private industry.⁴ A 2011 American Nurses Association (ANA) study found that concerns of on the job assault among nurses increased from 25 percent in 2001 to 35 percent in 2011.⁵ Preliminary findings from the ANA in 2014 also found that 21 percent of nurses and nursing students were physically assaulted, and over half of nurses claimed they were verbally abused in

² National Institute for Occupational Safety and Health. Violence: Occupational Hazards in Hospitals. <https://www.cdc.gov/niosh/docs/2002-101/pdfs/2002-101.pdf>. Accessed October 24, 2016.

³ Occupational Safety and Health Administration. Safety and Health Topics: Workplace Violence. <https://www.osha.gov/SLTC/workplaceviolence/index.html>. Accessed October 24, 2016.

⁴ Occupational Safety and Health Administration. Workplace Violence in Healthcare: Understanding the Challenge. <https://www.osha.gov/Publications/OSHA3826.pdf>. Accessed October 24, 2016.

⁵ American Nurses Association. 2011 ANA Health and Safety Survey. <http://www.nursingworld.org/MainMenuCategories/WorkplaceSafety/Healthy-Work-Environment/Work-Environment/2011-HealthSafetySurvey.html>. Accessed October 24, 2016.

a 12 month period.⁶ The number of reported incidents may be higher as well because a vast amount of violent incidents are not reported.^{3,4}

The effects of workplace violence include minor and serious physical injury, psychological trauma, and even death.² Violence in the workplace also has negative organizational consequences, including low worker morale; increased worker turnover; a hostile working environment; and reduced trust of management and other coworkers.² Another consequence to consider is the cost of workplace violence, because those employees who require medical attention or cannot work due to a workplace violence injury may use workers' compensation to pay the cost.⁴ However, workplace violence can be prevented. Research suggests that a comprehensive workplace violence prevention program can effectively reduce workplace violence.^{2,4}

Methods

Part 1: Individual Nurse Survey

A sample of 7,759 nurses, both RN and LVN, were invited to participate in a 20-question survey that included questions related to the following:

- How frequently a nurse experienced violence in the workplace over the past 12 months
- How frequently a nurse experienced violence in the workplace over the course of his or her career;
- Information on the most recent violent event perpetrated against him or her; and
- How the nurse rates their current employer in terms of safety and effectiveness at managing and preventing workplace violence.

Facility types were collapsed into five categories, including hospitals, freestanding emergency medical care (FEC) facilities, nursing facilities, home health agencies (HHA), and other facilities. Table 1 in Appendix A describes the sample of nurses surveyed as well as the breakdown of respondents. Table 2 below includes the response rates by facility and nurse type.

Table 2. Response Rates by Facility and Nurse Type

| Facility Type | RNs | LVNs | Unknown | Total |
|----------------------|------------|-------------|----------------|--------------|
| Hospital | 546 | 41 | 0 | 587 |
| FEC | 87 | 5 | 0 | 92 |
| Nursing Facility | 72 | 75 | 0 | 147 |
| HHA | 72 | 58 | 0 | 130 |
| Other | 120 | 32 | 0 | 152 |
| Unknown | 2 | 2 | 2 | 6 |
| Total | 899 | 213 | 2 | 1,114 |

⁶ American Nurses Association. American Nurses Association Health Risk Appraisal (HRA): Preliminary Findings October 2013-October 2014. <http://www.nursingworld.org/HRA-Executive-Summary>. Accessed October 24, 2016.

Frequency counts were conducted for each variable reported in the survey. These frequencies were analyzed by facility type. Responses to open-ended free response questions were categorized and summarized.

Part 2: Employer Survey

Administrators in hospitals, FECs, nursing facilities, and HHAs were invited to participate in a 22-question survey related to practices and strategies used by their organizations to prevent workplace violence against nurses. Table 3 below includes the response rates by setting.

Table 3. Response Rates by Facility Type

| Facility Type | # of Responding Facilities | # of Facilities in Population | Response Rate |
|----------------------|-----------------------------------|--------------------------------------|----------------------|
| Hospital | 303 | 667 | 45.4% |
| FEC | 39 | 137 | 28.5% |
| Nursing Facility | 448 | 1,202 | 37.3% |
| HHA | 171 | 756 | 22.6% |
| Total | 961 | 2,762 | 34.8% |

Frequency counts were conducted for each variable reported in the survey. These frequencies were analyzed by facility type. Responses to open-ended free response questions were categorized and summarized.

More detailed information regarding the project design and methods is available in Appendix C.

Individual Nurse Survey

Respondent Characteristics

Of the 7,500 nurses in the final sample, 1,114 nurses responded to the survey for an overall response rate of 14.9 percent.

Nurses were asked to indicate the level of nursing they were currently practicing (Table 4).

Table 4. Level of Nursing Currently Practiced (n=1,112)

| Nurse Type | # of Respondents | % of Respondents |
|--------------|------------------|------------------|
| LVN | 213 | 19.2% |
| RN | 843 | 75.8% |
| APRN | 56 | 5% |
| Total | 1,112 | 100% |

- A majority of respondents were RNs (75.8 percent)
- Respondents were not representative of the nurse sample by nurse type, with fewer LVN respondents than expected ($\chi^2 (1, N=7,500) = 6.5, p=0.011$).

Nurses were asked for their years of nursing experience. These responses were recoded into six categories as seen in Table 5 of Appendix A.

- Nurses had a median of 17 years of nursing experience.
- Over two-thirds of respondents (70.1 percent) had more than ten years of nursing experience.

Nurses were asked how many hours per week they spent providing primary care in the last month. These responses were categorized into full-time, part-time, and no primary care provided (Appendix A, Table 6). Nurses were considered full-time if they spent 30 or more hours per week providing primary care in the last month, and were considered part-time if they spent more than 0 but less than 30 hours per week providing primary care.

- The majority of respondents (76.3 percent) provided primary care full-time in the last month.
- 10.8 percent of respondents provided no primary care in the last month.

Respondents were asked in which type of facility they worked the most time in the past 12 months (Table 7). Initial categories were collapsed into five facility types, including hospital, freestanding emergency medical care (FEC) facility, nursing facility, home health agency (HHA), and other facility. For the remainder of this section, facility type refers to the facility type in which the respondent worked the most time in the past 12 months.

Table 7. Facility Type in Which Nurses Worked the Most Time in the Past 12 Months (n=1,108)

| Facility Type | # of Respondents | % of Respondents |
|------------------|------------------|------------------|
| Hospital | 587 | 53% |
| FEC | 92 | 8.3% |
| Nursing Facility | 147 | 13.3% |
| HHA | 130 | 11.7% |
| Other | 152 | 13.7% |
| Total | 1,108 | 100% |

- Respondents were representative of the nurse sample by facility type (χ^2 (3, N=7,500) =1.6, p=0.649).
- More than half of respondents worked the most time in hospitals in the past 12 months (53 percent).
- 13.3 percent of respondents worked in nursing facilities, 11.7 percent worked in home health agencies, and 8.3 percent worked in FEC facilities.
- 13.7 percent of respondents worked in other facility types, including clinics, offices, and surgical facilities.

In addition to facility types, nurses were asked about the department, unit, or area in which they worked the most time in the past 12 months (See Appendix A, Table 8).

- 19.7 percent of respondents indicated working in “other” departments, units or areas; the most common “other” responses included long term care, geriatric, and administration.
- The most common departments, units, or areas selected aside from “other” were emergency (16.5 percent), medical/surgical (15.6 percent) and home care (11.7 percent).
 - Hospital nurses most frequently selected medical/surgical (23.9 percent).
 - Most FEC nurses selected emergency (97.8 percent), and most HHA nurses selected home care (92.3 percent).
 - The most common response among nursing facility nurses was long term care, which was a free response to the selection of “other” (37.9 percent).

Table 9 in Appendix A shows the primary professional activities of responding nurses in the 12 months prior to the date of taking the survey.

- The majority of respondents reported providing patient care as their primary professional activity (65.9 percent).
- 12.8 percent of nurses reported splitting time equally between two or more professional activities.
- 2.6 percent of respondents selected “other,” which included quality, informatics, and coding.

Prevalence and Frequency of Workplace Violence

Respondents identified which type of violent action most closely reflected the most recent violent action perpetrated against them in the workplace, regardless of how long ago it occurred (Table 10).

- Verbal abuse was the most common response (48 percent).
- Sexual harassment was the least likely violent action type selected by all nurses except HHA nurses; HHA nurses were least likely to select physical violence (6.3 percent).

Table 10. Most Recent Type of Violent Action Experienced by Nurse by Facility Type (n=1,104)

| Facility Type | Threat | Sexual Harassment | Verbal Abuse | Physical Violence | Not applicable - I have not experienced violence in the workplace. |
|----------------------|---------------|--------------------------|---------------------|--------------------------|---|
| Hospital | 14.2% | 5.8% | 51.9% | 12.6% | 15.5% |
| FEC | 30.4% | 4.3% | 47.8% | 5.4% | 12% |
| Nursing Facility | 19.7% | 3.4% | 43.5% | 17% | 16.3% |
| HHA | 14.8% | 10.2% | 40.6% | 6.3% | 28.1% |
| Other | 16.6% | 8.6% | 43.7% | 11.9% | 19.2% |
| Total | 16.7% | 6.3% | 48% | 11.8% | 17.3% |

Nurses were asked about workplace violence experienced over the past 12 months. Tables 11 through 15 in Appendix A show the frequencies at which nurses experienced four types of violence in the past 12 months by facility type.

- HHA nurses were the least likely to have experienced workplace violence in the past 12 months.
- Nursing facility nurses were the most likely to have experienced threats, verbal abuse, or physical violence compared to other facility types.

Nurses were also asked about workplace violence experienced over the course of their career (Table 16).

Table 16. Frequency of Workplace Violence Types over Course of Career

| Violence Type | Never (0 times) | Rarely (1-3 times per year) | Occasionally (4-8 times per year) | Frequently (9 or more times per year) |
|-----------------------------|------------------------|------------------------------------|--|--|
| Threat (n=1,050) | 35.9% | 32.9% | 15.8% | 15.4% |
| Sexual Harassment (n=1,035) | 54% | 30.1% | 9.7% | 6.2% |
| Verbal Abuse (n=1,097) | 18.2% | 33.1% | 21.9% | 26.8% |
| Physical Violence (n=1,048) | 50.2% | 32.5% | 9.6% | 7.6% |

- Verbal abuse was the most common type of violence nurses experienced over the course of their career (81.8 percent).

- Roughly half (49.8 percent) of nurses experienced physical violence over the course of their career.

Perpetrators of Workplace Violence

Tables 17 through 21 in Appendix A show the groups who committed each type of violence against nurses in the past 12 months by facility type.

- Patients were the most commonly reported group to commit violent acts against nurses overall.
- Among HHA nurses, the family or friend of patient group was selected more often than other groups for each type of violence except physical violence.
- Verbal abuse was the most common type of workplace violence act selected for each group.

Table 22 shows which groups have committed workplace violence acts against nurses over the course of their career.

Table 22. Groups Who Committed Types of Violence against Nurses over Course of Career*

| Violence Type | Patient | Family or Friend of Patient | Supervisor | Physician | Peer | Other | Threat Not Experienced |
|-----------------------------------|----------------|--|-------------------|------------------|-------------|--------------|-----------------------------------|
| Threat (n=1,045) | 50.9% | 39.6% | 14.4% | 12.1% | 12% | 1.5% | 33.8% |
| Sexual Harassment (n=1,000) | 32.5% | 11.3% | 3.5% | 13.5% | 12.6% | 1.8% | 52.6% |
| Verbal Abuse (n=1,096) | 61.6% | 44.2% | 18.3% | 34.2% | 23% | 2.1% | 17.4% |
| Physical Violence (n=1,023) | 48.9% | 8.1% | 0.9% | 2.2% | 2.1% | 0.6% | 47.5% |

* Respondents could select more than one option, so totals do not add up to 100%.

- Patients were the most commonly reported group to have committed each type of violent act against nurses.
- The “family or friend of patient” group was the second most likely to have committed all types of violence except sexual harassment.

Workplace Violence Outcomes

Nurses were asked to indicate the number of days they were absent from work as a result of the most recent violent event perpetrated against them in the workplace (Appendix A, Table 23).

- Only 9.8 percent of nurses reported absence as a result of the violent event.

- Nurses working in nursing facilities or other facilities were most likely to miss a day of work or more as a result of the violent event (9.6 percent and 13 percent respectively).

Nurses were asked to indicate any changes in their work situation resulting from the most recent violent event (Appendix A, Table 24).

- Overall, most nurses did not experience a change in their work situation resulting from the violent event (76.1 percent).
- HHA nurses were the most likely to quit their job as a result of the violent event (20 percent), and hospital nurses were least likely (6.4 percent).
- Commonly reported “other” changes in the work situation included being terminated, situations in which the perpetrator of violence left the facility, and situations in which the perpetrator was separated from the nurse but still on the premises, such as a patient reassignment.

40.5 percent of nurses reported the most recent violent event through their organizational-based occurrence or incident reporting system (Appendix B, Figure 1).

- Hospital and FEC nurses were least likely to have reported (38.3 percent and 39 percent respectively).
- HHA nurses were most likely to have reported (47.4 percent).

Nurses who did not report the most recent violent event through their organizational-based occurrence or incident reporting system were asked to select reasons for not reporting (Appendix A, Table 25).

- The most common selection was “do not expect anything to change in the long-term” among all nurses (40 percent).
- Over half of FEC nurses (56.5 percent) did not report the violent event because “it is an accepted/expected part of the job,” compared to 12.8 percent of HHA nurses.
- The most common “other” reasons for not reporting included a fear of retaliation, the perpetrator of the violent event was the supervisor or was favored by the supervisor, or the nurse reported the incident another way.

Workplace Violence Prevention Training

Nurses were asked to indicate the types of workplace violence prevention training they had taken in the past 12 months (Table 26).

- The most common type of workplace violence prevention training was workplace violence awareness training (49.3 percent of respondents).
- Hospital nurses were the most likely to have received workplace violence prevention training in the past 12 months, with 67.8 percent reporting at least one type of training.
- HHA nurses were the least likely to have had workplace violence prevention training in the past 12 months, with 50.4 percent reporting no training.
- Common free responses given for “other” workplace violence prevention training included active shooter scenarios; behavior management; sexual harassment; bullying; and the provision of documents, plans, or policies related to workplace violence.

Table 26. Types of Workplace Violence Prevention Training Taken in Past 12 Months, by Facility Type (n=1,091)

| Type of Workplace Violence Prevention Training* | Hospital | FEC | Nursing Facility | HHA | Other |
|--|----------|-------|------------------|-------|-------|
| I have not taken any workplace violence prevention training in the past 12 months. | 32.2% | 46.7% | 39.2% | 50.4% | 41.2% |
| Workplace violence awareness training | 53.2% | 44.6% | 49% | 41.7% | 43.9% |
| Training on techniques for de-escalation | 32.5% | 25% | 29.4% | 11.8% | 22.3% |
| Training on specific evasion techniques | 15.7% | 10.9% | 11.9% | 7.9% | 16.2% |
| Training on patient containment measures | 15.8% | 4.3% | 12.6% | 4.7% | 18.2% |
| Training on assessing potential risk for violent behavior | 29.8% | 21.7% | 32.2% | 13.4% | 32.4% |
| Other type of workplace violence prevention training | 6.2% | 2.2% | 5.6% | 4.7% | 9.5% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Ratings of Current Employer regarding Workplace Violence

Nurses were asked to rate their current place of employment in regards to workplace violence on the organization’s level of safety, and the organization’s effectiveness at preventing and managing workplace violence (Tables 27 and 28 respectively).

Table 27. Organization’s Level of Safety as it Relates to Workplace Violence by Facility Type (n=1,094)

| Facility Type | Not at all or slightly safe | Somewhat safe | Very or extremely safe |
|------------------|-----------------------------|---------------|------------------------|
| Hospital | 14.8% | 32.3% | 52.9% |
| FEC | 23.9% | 32.6% | 43.5% |
| Nursing Facility | 19.6% | 34.3% | 46.2% |
| HHA | 10.2% | 16.5% | 73.2% |
| Other | 17.3% | 26% | 56.7% |
| Total | 16% | 29.9% | 54.1% |

- HHA nurses were the most likely to report their organization as very or extremely safe (73.2 percent).

- 23.9 percent of FEC nurses rated their organization as not at all or slightly safe, which was the highest percentage of all facility types.

Table 28. Effectiveness of Organization at Preventing and Managing Workplace Violence by Facility Type (n=1,094)

| Facility Type | Not at all or slightly effective | Somewhat effective | Very or extremely effective |
|------------------|----------------------------------|--------------------|-----------------------------|
| Hospital | 23.4% | 28.7% | 47.9% |
| FEC | 32.6% | 30.4% | 37% |
| Nursing Facility | 32.6% | 26.4% | 41% |
| HHA | 13.4% | 13.4% | 73.2% |
| Other | 22.8% | 27.5% | 49.7% |
| Total | 24.1% | 26.6% | 49.3% |

- HHA nurses were also the most likely to rate their organization as very or extremely effective at preventing and managing workplace violence (73.2 percent).
- Nearly one-third of FEC nurses (32.6 percent) and nursing facility nurses (32.6 percent) rated their organization as not at all or slightly effective compared to 24.1 percent of nurses overall.

Employer Survey

Facility Characteristics

960 of 2,762 facilities responded to the survey, for a response rate of 34.8 percent (Table 29).

Table 29. Response Rates by Facility Type

| Facility Type | # of Responding Facilities | # of Facilities in Population | Response Rate |
|------------------|----------------------------|-------------------------------|---------------|
| Hospital | 303 | 667 | 45.4% |
| FEC | 39 | 137 | 28.5% |
| Nursing Facility | 448 | 1,202 | 37.3% |
| HHA | 171 | 756 | 22.6% |
| Total | 961 | 2,762 | 34.8% |

Facilities were asked to rate their organization’s level of safety as it related to workplace violence. Table 30 in Appendix A displays the results. The majority of respondents felt their facilities were very safe (63.1 percent of all facilities).

- Hospitals had the highest percentage of unsafe (6.8 percent of hospitals) and somewhat safe (40.3 percent of hospitals) facilities.

Workplace Violence Prevention Programs

Reporting and Tracking

73.4 percent of facilities responded that their organization has implemented a program or policy that includes prevention of workplace violence against nurses, but this varied by facility type (Appendix A, Table 31).

- Hospitals were most likely to have implemented a workplace violence program (77.8 percent), while FECs were least likely (57.9 percent).

These facilities were then asked to select the types of incidents their workplace violence prevention program or policy requires nurses to report (Appendix A, Table 32). Most facilities require nurses to report verbal violence from a patient or visitor (86.3 percent), verbal violence from staff or health care providers (88.9 percent), physical violence from a patient or visitor (90.2 percent), and physical violence from staff or health care providers (89.7 percent).

- 12.1 percent of nursing facilities do not require incident reporting.

Facilities were also asked how their workplace violence program or policy addresses reporting of physical assaults to law enforcement (Appendix A, Table 33).

- Home health agencies had the highest percent of facilities whose policies required reporting (59 percent).
- 23.8 percent of FECs did not address reporting of physical assault in their policies.

75.1 percent of facilities tracked incidents of violence against nurses, whether they were incidents of verbal violence (55.8 percent of facilities), incidents of physical violence (69.6 percent of facilities), or incidents of physical violence reported to law enforcement (54.6 percent of facilities) (Appendix A, Table 34).

- Hospitals were most likely to track verbal violence (64.7 percent) and physical violence (85.0 percent).
- FECs were most likely to track incidents of physical violence reported to law enforcement (68.6 percent).

Facilities that did track incidents of violence against nurses were asked to describe how their organization evaluates tracked data related to those incidents (Appendix A, Table 35). Nearly half of facilities designated an individual, committee, or department to evaluate tracked data (41.4 percent). 23.8 percent of facilities used incident reports, logs, or tracking systems. “Other” evaluation methods listed included performing background checks and interviews.

Table 36 in Appendix A shows the types of costs related to workplace violence against nurses that organizations track. 49.1 percent of facilities do not track costs related to workplace violence against nurses. The most common tracked costs were workers’ compensation (34 percent) and absenteeism, accident, or injury-related leave (28.2 percent). “Other” listed costs included employee turnover and OSHA tracking logs.

Administrators responding to the employer survey were asked to describe their most recent experience reporting incidents of workplace violence at their current place of employment (Appendix A, Table 37). 76 percent of respondents had never reported any incidents of workplace violence at their current place of employment. 17.2 percent had reported an incident, and management had taken action on that report. 6.2 percent had reported an incident, and they had been kept informed on the progress of actions taken to address that report. 0.5 percent had reported an incident, and they had not heard back regarding that report.

- Respondents in hospitals were most likely to have reported an incident of workplace violence (41.5 percent), while respondents in FECs were least likely (5.6 percent).

57.8 percent of responding facilities offered follow-up support, such as counseling, to nurses who were subjected to verbal or physical violence (Appendix A, Table 38).

- Hospitals were most likely to offer follow-up support (76.8 percent), and home health agencies were least likely (42.3 percent).

Program Characteristics

Facilities responded to several questions regarding characteristics of their workplace violence prevention programs. The majority of facilities' policies included workplace violence training (80.9 percent), assessment of work areas for risk factors (62.9 percent), required reporting of incidents (82.2 percent), and investigation of reported incidents (89.7 percent) (Appendix A, Table 39). "Other" aspects included security systems and cameras.

Table 40 shows the types of workplace violence prevention training provided to nurses by facilities.

- Hospitals were most likely to offer all types of training, followed by nursing facilities.
- "Other" trainings included active shooter training (6 facilities) and use of emergency codes (3 facilities).

Table 40. Types of Workplace Violence Prevention Training Provided to Nurses by Facilities (n=777)

| Type of Training* | Hospital | FEC | Nursing Facility | HHA |
|---|-----------------|------------|-------------------------|------------|
| Workplace violence training is not provided | 7.5% | 37.8% | 10.5% | 23.6% |
| Workplace violence awareness training | 78.8% | 54.1% | 74.3% | 68.8% |
| Training on proper techniques for de-escalation | 70.5% | 29.7% | 52.6% | 31.3% |
| Training on specific evasion techniques | 50.7% | 10.8% | 31.3% | 22.9% |
| Training on proper patient containment measures | 45.2% | 32.4% | 36.2% | 20.1% |
| Training on identifying characteristics associated with aggressive and violent behavior | 64.4% | 21.6% | 56.3% | 45.1% |
| Other | 8.9% | 5.4% | 5.6% | 6.3% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Facilities that provided workplace violence training were asked to indicate whether their organization’s workplace violence prevention program or policy addresses training of clinical and non-clinical nursing staff (Table 41). Facilities could choose from four options: training required in all departments/units, training required in specialty areas, voluntary training only, or training unavailable. Most facilities required training in all departments/units.

- Hospitals were the most common facility type requiring training in specialty areas (19.8 percent for clinical nursing staff and 16.9 percent for non-clinical nursing staff).
- All responding FECs required training in all departments for clinical and non-clinical nursing staff.

Table 41. Staff Types Addressed in Facilities' Workplace Violence Prevention Training Programs (n=590)

| Facility Type | Nurse Type | Required in all departments/ units | Required only in specialty areas | Voluntary training only |
|----------------------|-------------------|---|---|--------------------------------|
| Hospital | Clinical | 74.4% | 19.8% | 5.7% |
| | Non-Clinical | 70.8% | 16.9% | 12.3% |
| FEC | Clinical | 100.0% | - | - |
| | Non-Clinical | 100.0% | - | - |
| Nursing Facility | Clinical | 96.0% | 1.8% | 2.2% |
| | Non-Clinical | 95.4% | 1.4% | 3.2% |
| HHA | Clinical | 95.9% | - | 4.1% |
| | Non-Clinical | 90.1% | - | 9.9% |

Facilities were also asked to indicate the refresher training offered to nurses in their organizations (Appendix A, Table 42).

- Workplace violence awareness training and training on identifying characteristics associated with aggressive and violent behavior were the most common types of refresher training.
- Hospitals and nursing facilities were more likely to offer refresher training.

Table 43 shows the number and percent of facilities that implemented various strategies to prevent or reduce workplace violence against nurses.

- The majority of facilities offered staff training (64.5 percent).
- The next most popular strategies were restricted access (37.7 percent) and exit strategies (30.8 percent).
- “Other” strategies included involving law enforcement (6 facilities) and use of emergency codes (3 facilities).

Table 43. Workplace Violence Prevention Strategies Used by Facilities

| Prevention Strategy* | # of Facilities | % of Facilities |
|---|------------------------|------------------------|
| Staff training | 620 | 64.5% |
| Restricted access | 362 | 37.7% |
| Exit strategies | 296 | 30.8% |
| Alarms and monitors (including panic buttons) | 273 | 28.4% |
| Availability of restraints and policies for use | 234 | 24.3% |
| Availability of escorts | 221 | 23.0% |
| Present or rounding security personnel | 210 | 21.9% |
| Emergency response team | 206 | 21.4% |
| Personal protective equipment | 180 | 18.7% |
| Reducing crowding | 110 | 11.4% |
| Chaperones (visiting in pairs) | 104 | 10.8% |
| Other | 72 | 7.5% |
| Metal detectors | 26 | 2.7% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Facilities also described the strategies they implemented that have been most successful in preventing workplace violence against nurses (Appendix A, Table 44).

- The top three most successful strategies were staff training/education/awareness (37.9 percent), present or rounding security personnel (8.6 percent), and restricted access (6.4 percent).
- The “other” category included strategies such as emergency response teams, exit strategies, and availability of escorts.

Program Evaluation

395 responding facilities (64.9 percent) periodically evaluated the effectiveness or impact of their workplace violence program or policy (Appendix A, Table 45).

- Home health agencies were most likely to evaluate their policies (78.0 percent), while FECs were least likely (52.4 percent).

These 395 facilities were then asked to indicate the elements of the workplace violence program or policy that are evaluated (Appendix A, Table 46).

- The most commonly evaluated elements were number of violent incidents recorded, the location or unit in which incidents occurred, and the injury severity resulting from incidents.

Other elements included reviewing camera footage and patient diagnoses or medication changes.

- 26.7 percent of these facilities had changed their program or policy based on these evaluations (Appendix A, Table 47).
- Hospitals were most likely to have changed their programs or policies (42.3 percent), while FECs were least likely (5.0 percent).

Facilities with staffing committees were asked if those committees consider incidents of workplace violence in developing and evaluating nurse staffing plans (Appendix A, Table 48).

- The majority of home health agencies, FECs, and nursing facilities do not have nurse staffing committees, but the majority of facilities that did have nurse staffing committees responded that they considered incidents of workplace violence in the development of staffing plans.
- Hospitals were most likely to respond that their facilities had nurse staffing committees, but 40.2 percent of those committees did not consider incidents of workplace violence in the development of staffing plans.

Conclusion

Nurses responding to the individual nurse survey had a median of 17 years of nursing experience. The most common type of workplace violence prevention training they reported receiving was workplace violence awareness training. Hospital nurses were the most likely to have received workplace violence prevention training in the past 12 months. Verbal abuse was the most common type of workplace violence experienced by nurses, and patients were the most commonly reported group to commit violent acts against nurses. 40.5 percent of nurses reported violent incidents through their organizational-based occurrence or incident reporting system.

73.4 percent of facilities responded that their organization has implemented a program or policy that includes prevention of workplace violence against nurses. Most facilities require nurses to report verbal violence from a patient or visitor, verbal violence from staff or health care providers, physical violence from a patient or visitor, and physical violence from staff or health care providers. The majority of facilities' policies included workplace violence training, assessment of work areas for risk factors, required reporting of incidents, and investigation of reported incidents. Facilities reported that the most successful strategies for preventing workplace violence were staff training/education/awareness, present or rounding security personnel, and restricted access.

Appendix A: Tables

Table 1. Sample of Nurses

| | RNs | LVNs | Unknown | Total |
|--------------------------------------|--------------|--------------|----------------|--------------|
| Sampled/Survey Distributed to | 6,037 | 1,722 | 0 | 7,759 |
| Hospital | 4,427 | 500 | 0 | 4,927 |
| FEC | 500 | 500 | 0 | 1,000 |
| Nursing Facility | 500 | 648 | 0 | 1,148 |
| HHA | 610 | 74 | 0 | 684 |
| Returned Mail | 212 | 47 | 0 | 259 |
| Final Sample Size | 5,825 | 1,675 | 0 | 7,500 |
| Hospital | 4,256 | 492 | 0 | 4,748 |
| FEC | 490 | 482 | 0 | 972 |
| Nursing Facility | 488 | 628 | 0 | 1,116 |
| HHA | 591 | 73 | 0 | 664 |
| Respondents | 899 | 213 | 2 | 1,114 |
| Hospital | 546 | 41 | 0 | 587 |
| FEC | 87 | 5 | 0 | 92 |
| Nursing Facility | 72 | 75 | 0 | 147 |
| HHA | 72 | 58 | 0 | 130 |
| Other | 120 | 32 | 0 | 152 |
| Unknown | 2 | 2 | 2 | 6 |

Table 5. Years of Nursing Experience (n=1,108)

| Nursing Experience | # of Respondents | % of Respondents |
|---------------------------|-------------------------|-------------------------|
| 2 years or less | 11 | 1% |
| 3 to 5 years | 58 | 5.2% |
| 6 to 10 years | 262 | 23.6% |
| 11 to 20 years | 355 | 32% |
| 21 to 30 years | 232 | 20.9% |
| More than 30 years | 190 | 17.1% |
| Total | 1,108 | 100% |

Table 6. Hours per Week Spent Providing Primary Care in the Last Month (n=1,031)

| Time spent providing primary care | # of Respondents | % of Respondents |
|--|-------------------------|-------------------------|
| Full-time | 787 | 76.3% |
| Part-time | 133 | 12.9% |
| No primary care provided | 111 | 10.8% |
| Total | 1,031 | 100% |

Table 8. Department/Unit/Area in Which Nurses Worked the Most Time in the Last 12 Months (n=1,106)

| Department/Unit/Area | # of Respondents | % of Respondents |
|---|-------------------------|-------------------------|
| Other | 218 | 19.7% |
| Emergency | 183 | 16.5% |
| Medical/surgical | 173 | 15.6% |
| Home Care | 129 | 11.7% |
| Operating/recovery room | 102 | 9.2% |
| Intensive care | 96 | 8.7% |
| Split time equally between two or more department/units/areas | 93 | 8.4% |

| Department/Unit/Area | # of Respondents | % of Respondents |
|-----------------------------|-------------------------|-------------------------|
| Obstetric/Gynecologic | 59 | 5.3% |
| Psychiatric/Behavioral | 24 | 2.2% |
| Education/Research | 14 | 1.3% |
| Family Practice | 13 | 1.2% |
| Occupational health | 2 | 0.2% |
| Total | 1,106 | 100% |

Table 9. Primary Professional Activities of Respondents in the 12 Months Prior to the Date of Taking the Survey (n=1,098)

| Primary professional activity | # of Respondents | % of Respondents |
|---|-------------------------|-------------------------|
| Provided patient care | 724 | 65.9% |
| Split time equally between two or more activities | 141 | 12.8% |
| Administration | 93 | 8.5% |
| Supervised patient care | 43 | 3.9% |
| Case management | 35 | 3.2% |
| Other | 28 | 2.6% |
| Teaching | 13 | 1.2% |
| Insurance/Utilization review | 10 | 0.9% |
| Telephone triage/health information | 10 | 0.9% |
| Research | 1 | 0.1% |
| Total | 1,098 | 100% |

Table 11. Frequency of Workplace Violence Types in Past 12 Months among Hospital Nurses

| Violence Type | Never (0 times) | Rarely (1-3 times) | Occasionally (4-8 times) | Frequently (9 or more times) |
|---------------------------|------------------------|---------------------------|---------------------------------|-------------------------------------|
| Threat (n=559) | 59.6% | 23.1% | 8.9% | 8.4% |
| Sexual Harassment (n=552) | 74.3% | 17.9% | 5.4% | 2.4% |
| Verbal Abuse (n=581) | 35.3% | 29.3% | 19.1% | 16.4% |
| Physical Violence (n=549) | 73.6% | 16.8% | 6.4% | 3.3% |

Table 12. Frequency of Workplace Violence Types in Past 12 Months among FEC Nurses

| Violence Type | Never (0 times) | Rarely (1-3 times) | Occasionally (4-8 times) | Frequently (9 or more times) |
|--------------------------|------------------------|---------------------------|---------------------------------|-------------------------------------|
| Threat (n=87) | 51.7% | 37.9% | 6.9% | 3.4% |
| Sexual Harassment (n=86) | 74.4% | 16.3% | 5.8% | 3.5% |
| Verbal Abuse (n=92) | 31.5% | 37% | 27.2% | 4.3% |
| Physical Violence (n=86) | 81.4% | 18.6% | - | - |

Table 13. Frequency of Workplace Violence Types in Past 12 Months among Nursing Facility Nurses

| Violence Type | Never (0 times) | Rarely (1-3 times) | Occasionally (4-8 times) | Frequently (9 or more times) |
|---------------------------|------------------------|---------------------------|---------------------------------|-------------------------------------|
| Threat (n=139) | 47.5% | 23.7% | 15.1% | 13.7% |
| Sexual Harassment (n=127) | 76.4% | 13.4% | 9.4% | 0.8% |
| Verbal Abuse (n=143) | 29.4% | 25.2% | 22.4% | 23.1% |
| Physical Violence (n=127) | 60.6% | 15.7% | 15.7% | 7.9% |

Table 14. Frequency of workplace Violence Types in Past 12 Months among HHA Nurses

| Violence Type | Never (0 times) | Rarely (1-3 times) | Occasionally (4-8 times) | Frequently (9 or more times) |
|---------------------------|------------------------|---------------------------|---------------------------------|-------------------------------------|
| Threat (n=125) | 77.6% | 15.2% | 5.6% | 1.6% |
| Sexual Harassment (n=121) | 88.4% | 9.9% | 1.7% | - |
| Verbal Abuse (n=129) | 65.1% | 17.8% | 10.1% | 7% |
| Physical Violence (n=122) | 94.3% | 3.3% | 1.6% | 0.8% |

Table 15. Frequency of Workplace Violence Types in Past 12 Months among Nurses in Other Facilities

| Violence Type | Never (0 times) | Rarely (1-3 times) | Occasionally (4-8 times) | Frequently (9 or more times) |
|---------------------------|------------------------|---------------------------|---------------------------------|-------------------------------------|
| Threat (n=145) | 60% | 21.4% | 11.7% | 6.9% |
| Sexual Harassment (n=141) | 76.6% | 17% | 4.3% | 2.1% |
| Verbal Abuse (n=146) | 37.7% | 32.9% | 13.7% | 15.8% |
| Physical Violence (n=141) | 80.1% | 13.5% | 3.5% | 2.8% |

Table 17. Groups Who Committed Types of Violence in Past 12 Months against Hospital Nurses*

| Violence Type | Patient | Family or Friend of Patient | Supervisor | Physician | Peer | Other | Threat Not Experienced |
|---------------------------|----------------|------------------------------------|-------------------|------------------|-------------|--------------|-------------------------------|
| Threat (n=555) | 33.2% | 24.7% | 5.2% | 4.5% | 4.3% | 0.2% | 55% |
| Sexual Harassment (n=538) | 19.5% | 4.5% | 1.1% | 4.1% | 4.8% | .9% | 73.4% |
| Verbal Abuse (n=579) | 47.7% | 32.5% | 6.4% | 20.7% | 11.9% | 0.9% | 32.8% |
| Physical Violence (n=545) | 27% | 2.9% | - | 0.7% | 0.4% | 0.2% | 71.7% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Table 18. Groups Who Committed Types of Violence in Past 12 Months against FEC Nurses*

| Violence Type | Patient | Family or Friend of Patient | Supervisor | Physician | Peer | Other | Threat Not Experienced |
|--------------------------|----------------|------------------------------------|-------------------|------------------|-------------|--------------|-------------------------------|
| Threat (n=89) | 41.6% | 27% | 4.5% | 3.4% | - | - | 50.6% |
| Sexual Harassment (n=84) | 15.5% | 2.4% | 1.2% | 10.7% | 2.4% | - | 72.6% |
| Verbal Abuse (n=92) | 54.3% | 30.4% | 6.5% | 14.1% | 4.3% | - | 33.7% |
| Physical Violence (n=86) | 19.8% | 4.7% | - | - | - | - | 80.2% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Table 19. Groups Who Committed Types of Violence in Past 12 Months against Nursing Facility Nurses*

| Violence Type | Patient | Family or Friend of Patient | Supervisor | Physician | Peer | Other | Threat Not Experienced |
|---------------------------|----------------|------------------------------------|-------------------|------------------|-------------|--------------|-------------------------------|
| Threat (n=138) | 42.8% | 22.5% | 11.6% | 2.2% | 10.1% | 2.9% | 44.9% |
| Sexual Harassment (n=124) | 17.7% | 4% | 1.6% | - | 4.8% | - | 76.6% |
| Verbal Abuse (n=145) | 54.5% | 24.8% | 14.5% | 6.9% | 17.9% | 2.1% | 28.3% |
| Physical Violence (n=126) | 38.9% | 1.6% | 0.8% | - | 0.8% | 1.6% | 57.9% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Table 20. Groups Who Committed Types of Violence in Past 12 Months against HHA Nurses*

| Violence Type | Patient | Family or Friend of Patient | Supervisor | Physician | Peer | Other | Threat Not Experienced |
|---------------------------|----------------|------------------------------------|-------------------|------------------|-------------|--------------|-------------------------------|
| Threat (n=121) | 7.4% | 10.7% | 5.8% | 1.7% | 3.3% | 0.8% | 77.7% |
| Sexual Harassment (n=120) | 5% | 6.7% | - | - | - | 1.7% | 89.2% |
| Verbal Abuse (n=129) | 14% | 18.6% | 6.2% | 3.9% | 5.4% | 1.6% | 63.6% |
| Physical Violence (n=121) | 5% | 0.8% | - | - | - | - | 94.2% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Table 21. Groups Who Committed Types of Violence in Past 12 Months against Nurses in Other Facilities*

| Violence Type | Patient | Family or Friend of Patient | Supervisor | Physician | Peer | Other | Threat Not Experienced |
|---------------------------|----------------|------------------------------------|-------------------|------------------|-------------|--------------|-------------------------------|
| Threat (n=141) | 29.8% | 17% | 3.5% | 5% | 5% | 0.7% | 59.6% |
| Sexual Harassment (n=138) | 19.6% | 5.8% | 1.4% | 5.1% | 5.1% | 1.4% | 73.2% |
| Verbal Abuse (n=145) | 44.1% | 23.4% | 9% | 18.6% | 15.2% | - | 35.9% |
| Physical Violence (n=138) | 20.3% | 2.9% | - | 0.7% | 1.4% | - | 76.8% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Table 23. Number of Days Absent from Work as a Result of Most Recent Violent Event by Facility Type (n=998)

| Facility Type | None | Less than 1 day | 1 days to less than 3 days | 3 days to less than 7 days | 7 days to less than 14 days | 14 days to less than 1 month | 1 month to less than 3 months | 3 months or more |
|------------------|--------------|-----------------|----------------------------|----------------------------|-----------------------------|------------------------------|-------------------------------|------------------|
| Hospital | 91.4% | 2.2% | 2.6% | 0.9% | 1.1% | 0.7% | 0.2% | 0.7% |
| FEC | 91.8% | 1.2% | 3.5% | - | 1.2% | - | 1.2% | 1.2% |
| Nursing Facility | 89.6% | 0.7% | 5.9% | 3% | - | - | - | 0.7% |
| HHA | 90% | 2.7% | 2.7% | 0.9% | - | 1.8% | - | 1.8% |
| Other | 84.8% | 2.3% | 6.1% | 3% | - | 0.8% | 0.8% | 2.3% |
| Overall | 90.2% | 2% | 3.6% | 1.4% | 0.7% | 0.7% | 0.3% | 1.1% |

Table 24. Changes in Work Situation as a Result of Most Recent Violent Event by Facility Type (n=985)

| Type of Change* | Hospital | FEC | Nursing Facility | HHA | Other |
|---|----------|-------|------------------|-------|-------|
| No changes | 81.2% | 74.4% | 71.8% | 61.9% | 72.5% |
| Quit your job | 6.4% | 14% | 9.9% | 20% | 13.7% |
| Voluntary transfer to another location | 3.6% | 5.8% | 4.6% | 5.7% | 2.3% |
| Involuntary transfer to another location | 0.4% | 1.2% | 0.8% | - | - |
| Leave of absence | 0.8% | - | - | - | 2.3% |
| Restriction/modification of work activities | 3.4% | 2.3% | 3.8% | 5.7% | 4.6% |
| Other | 6.8% | 5.8% | 10.7% | 7.6% | 9.9% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Table 25. Reasons Nurses Did Not Report Most Recent Violent Episode through Organizational-Based Occurrence or Incident Reporting System by Facility Type (n=546)

| Reason for Not Reporting* | Hospital | FEC | Nursing Facility | HHA | Other |
|--|-----------------|------------|-------------------------|------------|--------------|
| My organization does not have an incident reporting system | 2.3% | 2.2% | 7.2% | 10.6% | 6.5% |
| Not sure how to report | 8.1% | 6.5% | 7.2% | 14.9% | 3.9% |
| Time constraints | 11.4% | 8.7% | 1.4% | 2.1% | 6.5% |
| Process too complicated | 10.7% | 13% | 4.3% | 4.3% | 7.8% |
| Lack of follow up/response from management | 19.5% | 34.8% | 33.3% | 14.9% | 16.9% |
| Do not expect anything to change in the long-term | 39.7% | 54.3% | 42% | 36.2% | 32.5% |
| Fear of lack of support from colleagues | 10.7% | 4.3% | 15.9% | 12.8% | 15.6% |
| Fear of being blamed for the episode | 12.1% | 8.7% | 14.5% | 19.1% | 13% |
| Too many episodes/too busy to report | 14.3% | 26.1% | 7.2% | 6.4% | 14.3% |
| It is an accepted/expected part of the job | 34.2% | 56.5% | 36.2% | 12.8% | 35.1% |
| Feel I can manage episode(s) effectively | 32.9% | 39.1% | 15.9% | 34% | 15.6% |
| Feel patient was not responsible for their actions or had a diminished responsibility e.g. cognitively impaired, substance abuse, mental health issues, emotional distress | 31.3% | 30.4% | 42% | 36.2% | 37.7% |
| Other | 12.4% | 4.3% | 11.6% | 17% | 10.4% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Table 30. Perceived Safety of Responding Facilities

| Facility Type | Unsafe | Somewhat Safe | Very Safe |
|----------------------|---------------|----------------------|------------------|
| Hospital | 6.8% | 40.3% | 52.9% |
| FEC | 2.9% | 28.6% | 68.6% |
| Nursing Facility | 3.5% | 27.0% | 69.5% |
| HHA | 4.2% | 27.1% | 68.8% |

Table 31. Percent of Facilities that Have Implemented a Workplace Violence Policy

| Facility Type | % of Facilities with a Workplace Violence Policy |
|----------------------|---|
| Hospital | 77.8% |
| FEC | 57.9% |
| Nursing Facility | 72.5% |
| HHA | 70.7% |
| Total | 73.4% |

Table 32. Types of Violent Incidents Nurses Are Required to Report*

| Facility Type | Verbal violence from patient or visitor | Verbal violence from staff or health care provider | Physical violence from patient or visitor | Physical violence from staff or health care provider | Incident reporting is not required |
|----------------------|--|---|--|---|---|
| Hospital | 89.3% | 91.9% | 94.9% | 93.2% | 1.3% |
| FEC | 81.0% | 95.2% | 95.2% | 95.2% | 4.8% |
| Nursing Facility | 79.6% | 83.8% | 82.9% | 82.5% | 12.1% |
| HHA | 95.4% | 92.7% | 95.4% | 97.2% | 0.0% |
| Total | 86.3% | 88.9% | 90.2% | 89.7% | 5.5% |

*Respondents could select more than one option, so totals do not add up to 100 percent.

Table 33. How Workplace Violence Policies Address Reporting of Physical Assaults to Law Enforcement

| Facility Type | Encouraged | Required | Not addressed in the policy |
|----------------------|-------------------|-----------------|------------------------------------|
| Hospital | 44.3% | 33.8% | 21.9% |
| FEC | 47.6% | 28.6% | 23.8% |
| Nursing Facility | 41.7% | 48.8% | 9.5% |
| HHA | 30.5% | 59.0% | 10.5% |
| Total | 40.9% | 44.1% | 14.9% |

Table 34. Types of Violence against Nurses Tracked by Facilities

| Facility Type | Incidents of verbal violence | Incidents of physical violence | Incidents of physical violence reported to law enforcement |
|----------------------|-------------------------------------|---------------------------------------|---|
| Hospital | 64.7% | 85.0% | 64.3% |
| FEC | 48.6% | 77.1% | 68.6% |
| Nursing Facility | 45.2% | 54.5% | 43.2% |
| HHA | 62.0% | 69.0% | 55.6% |
| Total | 55.8% | 69.6% | 54.6% |

Table 35. How Facilities Evaluate Tracked Workplace Violence Data

| Evaluation Strategy | % of Facilities |
|--|------------------------|
| Designated individual, committee, or department | 41.4% |
| Incident reports, logs, or tracking systems | 23.8% |
| Investigating or following up on incidents | 10.4% |
| Developing plans or taking action in response/intervention | 9.5% |
| Assessing or identifying trends | 9.5% |
| Other | 5.5% |

Table 36. Workplace Violence Costs Tracked by Organizations

| Type of Cost* | Hospital | FEC | Nursing Facility | HHA |
|--|-----------------|------------|-------------------------|------------|
| My organization does not track costs related to workplace violence against nurses. | 37.0% | 51.4% | 59.3% | 52.1% |
| Workers' compensation | 54.7% | 37.1% | 21.8% | 16.9% |
| Absenteeism, accident or injury-related leave | 41.3% | 25.7% | 20.7% | 18.3% |
| Training or prevention costs | 22.8% | 20.0% | 14.6% | 20.4% |
| Property damage | 25.4% | 11.4% | 7.1% | 12.0% |
| Replacement workers | 13.8% | 5.7% | 8.6% | 13.4% |
| Third party insurance | 7.2% | 5.7% | 15.0% | 9.9% |

| Type of Cost* | Hospital | FEC | Nursing Facility | HHA |
|----------------------|-----------------|------------|-------------------------|------------|
| Other | 4.0% | 8.6% | 6.8% | 10.6% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Table 37. Respondents' Experiences Reporting Incidents of Workplace Violence

| Experience* | Hospital | FEC | Nursing Facility | HHA | Total |
|---|-----------------|------------|-------------------------|------------|--------------|
| I have not reported any incidents of workplace violence at my current place of employment. | 58.5% | 94.4% | 86.2% | 85.2% | 76.0% |
| I have reported an incident(s) of workplace violence at my current place of employment and management has taken action on my report. | 30.4% | 2.8% | 9.5% | 10.6% | 17.2% |
| I have reported an incident(s) of workplace violence at my current place of employment and I have been kept informed on the progress of actions taken to address my report. | 10.4% | 2.8% | 3.9% | 3.5% | 6.2% |
| I have reported an incident(s) of workplace violence at my current place of employment and I have not heard back regarding my report. | 0.7% | 0% | 0.3% | 0.7% | 0.5% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Table 38. Does Organization Offer Follow-up Support to Nurses Who are Subjected to Verbal or Physical Violence

| Facility Type | Yes | No | I don't know/I am unsure |
|----------------------|--------------|--------------|---------------------------------|
| Hospital | 76.8% | 11.6% | 11.6% |
| FEC | 33.3% | 41.7% | 25.0% |
| Nursing Facility | 49.8% | 21.9% | 28.3% |
| HHA | 42.3% | 32.4% | 25.4% |
| Total | 57.8% | 20.9% | 21.4% |

Table 39. Components Included in Facilities' Workplace Violence Prevention Policies

| Component* | Hospital | FEC | Nursing Facility | HHA | Total |
|---|-----------------|------------|-------------------------|------------|--------------|
| Workplace violence training | 85.8% | 70.0% | 80.5% | 73.1% | 80.9% |
| Assessment of work areas for risk factors | 74.6% | 50.0% | 51.1% | 65.7% | 62.9% |
| Required reporting of incidents | 84.5% | 85.0% | 77.5% | 87.0% | 82.2% |
| Investigation of reported incidents | 90.5% | 70.0% | 89.6% | 91.7% | 89.7% |
| Other | 3.9% | 5.0% | 1.7% | 1.9% | 2.7% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Table 42. Percent of Facilities Offering Refresher Training to Nurses by Training Type

| Type of Training* | Hospital | FEC | Nursing Facility | HHA |
|---|-----------------|------------|-------------------------|------------|
| Workplace violence awareness training | 82.2% | 57.6% | 81.0% | 61.6% |
| Training on proper techniques for de-escalation | 74.0% | 42.9% | 74.6% | 48.3% |
| Training on specific evasion techniques | 65.4% | 42.9% | 62.8% | 45.2% |
| Training on proper patient containment measures | 65.1% | 39.3% | 68.1% | 40.2% |
| Training on identifying characteristics associated with aggressive and violent behavior | 75.0% | 46.9% | 78.8% | 56.7% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Table 44. Most Successful Workplace Violence Prevention Strategies Used by Facilities

| Prevention Strategy* | # of Facilities | % of Facilities |
|--|------------------------|------------------------|
| Staff training/education/awareness | 266 | 37.9% |
| Present or rounding security personnel | 60 | 8.6% |
| Restricted access | 45 | 6.4% |
| Law enforcement involvement or availability | 36 | 5.1% |
| Program or policy in place | 35 | 5.0% |
| Assessing, limiting, or avoiding risky situations/patients | 31 | 4.4% |
| Alarms and monitors (including panic buttons) | 29 | 4.1% |
| Incident reporting/staff communication | 29 | 4.1% |
| Chaperones (visiting in pairs) | 28 | 4.0% |
| De-escalation techniques | 18 | 2.6% |
| Use of emergency codes | 16 | 2.3% |
| Cameras | 15 | 2.1% |
| Other | 93 | 13.3% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Table 45. Does Organization Periodically Evaluate Effectiveness or Impact of Workplace Violence Program or Policy

| Facility Type | Yes | No | I don't know/I am unsure |
|----------------------|--------------|--------------|---------------------------------|
| Hospital | 70.5% | 13.2% | 16.2% |
| FEC | 52.4% | 14.3% | 33.3% |
| Nursing Facility | 54.7% | 22.9% | 22.4% |
| HHA | 78.0% | 11.0% | 11.0% |
| Total | 64.9% | 16.7% | 18.4% |

Table 46. Elements of Workplace Violence Programs that Facilities Evaluate

| Type of Cost* | Hospital | FEC | Nursing Facility | HHA |
|--------------------------------------|-----------------|------------|-------------------------|------------|
| Number of violent incidents recorded | 89.9% | 90.9% | 79.8% | 90.4% |

| Type of Cost* | Hospital | FEC | Nursing Facility | HHA |
|---|----------|-------|------------------|-------|
| Location or unit in which incident occurred | 87.4% | 27.3% | 80.6% | 75.9% |
| Injury severity result from incident | 76.1% | 45.5% | 76.0% | 73.5% |
| Time at which incident occurred | 81.8% | 36.4% | 73.6% | 69.9% |
| Nursing procedure being conducted at time of incident | 47.8% | 27.3% | 72.9% | 68.7% |
| Staffing level at time of incident | 56.0% | 45.5% | 62.8% | 36.1% |
| Perpetrator characteristics | 37.1% | 27.3% | 53.5% | 42.2% |
| Costs associated with incidents | 57.9% | 9.1% | 37.2% | 24.1% |
| Other | 6.9% | 9.1% | 7.0% | 4.8% |

* Respondents could select more than one option, so totals do not add up to 100 percent.

Table 47. Has Organization Changed Workplace Violence Program or Policy Based on Periodic Evaluation

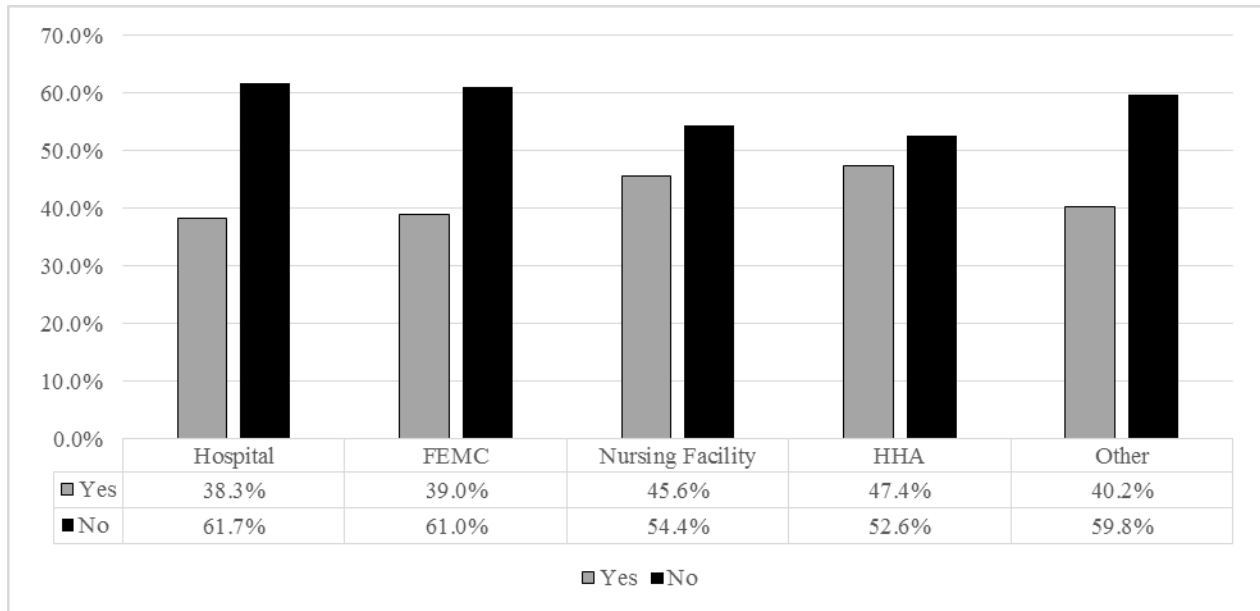
| Facility Type | Yes | No | I don't know/I am unsure |
|------------------|--------------|--------------|--------------------------|
| Hospital | 42.3% | 38.7% | 19.0% |
| FEC | 5.0% | 55.0% | 40.0% |
| Nursing Facility | 19.8% | 63.4% | 16.8% |
| HHA | 14.7% | 65.7% | 19.6% |
| Total | 26.7% | 53.8% | 19.5% |

Table 48. Does Organization's Staffing Committee Consider Workplace Violence in Nurse Staffing Plans

| Facility Type | Yes | No | I don't know/ am unsure | My organization does not have a nurse staffing committee |
|----------------------|--------------|--------------|------------------------------------|---|
| Hospital | 38.5% | 40.2% | 15.9% | 5.4% |
| FEC | 22.2% | 2.8% | 2.8% | 72.2% |
| Nursing Facility | 18.3% | 10.3% | 10.9% | 60.6% |
| HHA | 15.9% | 5.5% | 8.3% | 70.3% |
| Total | 25.6% | 20.3% | 11.9% | 42.2% |

Appendix B: Figures

Figure 1. Nurses Who Reported Most Recent Violent Incident through the Organization’s Reporting System by Facility Type (N=935)



Appendix C: Project Design and Methods

Survey Development

The TCNWS advisory committee established a task force of subject matter experts to assist in the development and implementation of this study. The task force was comprised of representatives from the Texas Association for Home Care and Hospice, Texas Board of Nursing, Texas Emergency Nurses Association, Texas Health Care Association, Texas Hospital Association, Texas Nurses Association, as well as nurses from across the state who have backgrounds in the area of study.

The task force reviewed surveys obtained from the literature on workplace violence against nurses and developed questions for this project based on questions from a variety of sources. Both the individual nurse survey and facility survey adapted questions from the Minnesota Nurses' Survey⁷, the International Labour Office, International Council of Nurses, World Health Organization, and Public Services International Workplace Violence in the Health Sector Research Instruments⁸, The VENT Study: Violent in Emergency Nursing and Triage instrument⁹, and the Bureau of Labor Statistics' Survey of Workplace Violence Prevention¹⁰. Both the Individual Nurse Survey and Facility Survey were tested by nurses and nurse employers prior to implementation. Feedback from testers was incorporated into the final versions of the survey instruments.

The Individual Nurse Survey and Facility Survey instruments can be found in Appendices E and F, respectively.

Survey Population

Individual Nurse Survey

All RNs and VNs working in nursing full-time or part-time in a Texas inpatient or outpatient hospital, nursing facility, home health agency, or freestanding emergency medical facility were eligible to participate in the study. These nurses and their contact information were obtained through the Texas Board of Nursing's Licensure Renewal database downloaded in September 2015. Due to resource limitations, a sample that was proportional by a nurse's license type and employment setting was taken in lieu of a stratified sample.

A total of 215,680 nurses fit the eligibility criteria. 384 respondents were need for a representative sample. Assuming a 10 percent response rate, 3,850 nurses needed to be sampled. Due to resource limitations, we expanded the sample size by 1.75 to 7,759 nurses in lieu of

⁷ Center for Violence Prevention and Control, D. o. (n.d.). Minnesota Nurses' Survey. Minneapolis, Minnesota.

⁸ International Labour Office, International Council of Nurses, World Health Organization, and Public Services International. (2003). Workplace Violence in the Health Sector Country Case Studies Research Instruments. Geneva, Switzerland.

⁹ Pich, J. (2015). The Vent Study (Violence in Emergency Nursing and Triage in Australia). Australia: HNE Handover: For Nurses and Midwives.

¹⁰ U.S. Department of Labor, Bureau of Labor Statistics. (2005). Survey of Workplace Violence Prevention.

additional mail-outs to improve the response rate. After returned surveys were removed from the sample, the final sample size was 7,500 nurses. Table 1 in Appendix A shows the breakdown of nurses in the sample by license and facility type as well the number of returned surveys that led to the final sample of nurses who were contacted.

As of September 15, 2016, 1,114 nurses responded to the survey for a final response rate of 14.9 percent. Respondents were representative by facility type (χ^2 (3, N = 7,500) = 1.6, p = 0.649), but not by license type (χ^2 (1, N = 7,500) = 6.5, p = 0.011).

Facility Survey

The facility survey was administered in two parts. For hospitals and nurse facilities, facility survey was an addendum to the 2016 Nurse Staffing Studies. The Hospital and Long Term Care Nurse Staffing Studies are already established surveys that are sent to all Chief Nursing Officers/Directors of Nursing in these facilities. In an effort to minimize survey burden and limit confusion related to the various surveys being conducted by the TCNWS, the Workplace Violence Against Nurses Facility Survey was included at the end of the staffing studies for hospitals and long term care facilities. Home health agencies and freestanding emergency medical facilities received a stand-alone Workplace Violence Against Nurses facility survey. All hospitals, FECs, and nursing homes were surveyed. Only home health agencies with more than 250 nursing visits as of the most recent reporting date were surveyed. A total of 2,762 facilities were surveyed. Table 3 of the report shows the response rates by facility type.

Survey Distribution

Individual Nurse Survey

The individual nurse survey was conducted throughout the month of August 2016. A paper survey was mailed out the last week of July with a due date of August 31st. Two weeks ahead of the survey launch, nurses were sent a postcard informing them that they would receive a survey in the mail related to workplace violence. The week of July 25th, sampled nurses were mailed a 9x12 envelope that included a paper survey as well as a postage-paid, self-addressed return envelope. Nurses were contacted a third time the week of August 15th via a follow-up postcard thanking them for completing the survey and instructing them to contact us if they had not yet received the survey. All responses received by September 15, 2016 were included in the final dataset of responses.

Facility Survey

The facility survey was conducted between April and June 2016. Survey materials were first distributed by mail during the last week of March 2016. The materials were addressed to the Chief Nursing Officer of each hospital, Director of Nursing of each nursing facility, and the administrators of the home health agencies and freestanding emergency medical facilities. A link to the facility surveys was sent out by email on March 28, 2016, with an initial survey deadline of May 6, 2016. As a result of technical difficulties at the beginning of the data collection period, the survey deadline was extended through the end of June 2016.

In addition to the paper mailing and the emails that went to facilities, TCNWS staff contacted facilities by phone and sent the survey via fax to further encourage participation.

The facility survey was hosted by Qualtrics, an online survey software. Respondents were strongly encouraged to complete the survey online; however, faxed, emailed, and mailed submissions were also accepted.

Project Marketing

Task force members were instrumental in raising awareness about the Workplace Violence Against Nurses Study. Several of the represented organizations included notices about the surveys in their newsletters, social media pages, and sent emails to their membership about this project.

Data Analysis

All data were analyzed using SPSS (version 22). Variables from both the individual and facility surveys were reported by employment setting. Frequency counts were conducted for each variable collected in the surveys.

Appendix D: Workplace Violence Against Nurses Study Taskforce Membership

Co-Chairs:

Elizabeth Sjoberg – Associate General Counsel, Texas Hospital Association and representing the Texas Center for Nursing Workforce Studies Advisory Committee

Cindy Zolnierек – Executive Director, Texas Nurses Association and representing the Texas Center for Nursing Workforce Studies Advisory Committee

Members:

Gloria Bean-Williams – Director of Clinical and Quality Services, Texas Health Care Association

Kristen Benton, MSN, RN – Director of Nursing, Texas Board of Nursing

Tammy Cupit, PhD, RN-BC – Director of Nursing Research, University of Texas Medical Branch

Sally Gillam, DNP, MAHS, RN, NEA-BC – Chief Nursing Officer, St. David’s South Austin Medical Center

Rachel Hammon, RN, BSN – Executive Director, Texas Association for Home Care and Hospice

Mary Leblond, MSN, RN, CEN, CA-SANE, CP-SANE – President, Texas Emergency Nurses Association

Ellen Martin, MSN, RN – Texas Nurses Association

Christine Walker, MSN, MBA, NEA-BC – Doctoral Student, Texas Tech University

Appendix E: Individual Nurse Survey Instrument

1. Please indicate the level of nursing you are currently practicing:
 LVN RN APRN

2. What is your gender?
 Female
 Male

3. How many years of nursing experience do you have? _____

4. In which county do you primarily practice nursing? _____

5. On average, how many hours per week did you spend providing primary care in the last month? _____

6. In which type of facility did you work the most time in the past 12 months? *Check one.*
 Hospital – inpatient
 Hospital – outpatient
 Nursing home/long term care facility
 Home health agency
 Freestanding emergency medical facility
 I split my time equally between two or more types of facilities
 Other (please specify):

7. In which type of department/unit/area did you work the most time in the past 12 months? *Check one.*
 Medical/Surgical
 Operating/Recovery Room
 Intensive Care
 Psychiatric/Behavioral
 Obstetric/Gynecologic
 Emergency
 Home Care
 Family Practice
 Occupational health
 Education/Research
 I split my time equally between two or more departments/units/areas
 Other (please specify): _____

8. What was your primary professional activity in the 12 months prior to today's date? *Check one.*

- Provided patient care
- Administration
- Supervised patient care
- Research
- Insurance/Utilization review
- Case management
- Teaching
- Telephone triage/health information
- I split my time equally between two or more activities
- Other (please specify): _____

9. Please indicate the types of workplace violence prevention training you have taken in the past 12 months. Select all that apply.

- I have not taken any workplace violence prevention training in the past 12 months.
- Workplace violence awareness training
- Training on techniques for de-escalation
- Training on specific evasion techniques
- Training on patient containment measures
- Training on assessing potential risk for violent behavior
- Other (*Please specify in the box below*)

Questions 10 and 11 are about workplace violence you have experienced over the past 12 months.

10. In the past 12 months, how frequently did you experience these types of workplace violence?

| | Never 0 times | Rarely 1-3 times | Occasionally 4-8 times | Frequently 9 or more times |
|-------------------|-----------------------|-----------------------|---------------------------|-------------------------------|
| Threat | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Sexual Harassment | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Verbal Abuse | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Physical Violence | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

11. In the past 12 months, please indicate the types of workplace violence committed against you by each of the following groups. Select all that apply.

| | Patient | Family or Friend of Patient | Supervisor | Physician | Peer | Other | Not experienced |
|----------------------|--------------------------|-----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Threat | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sexual Harassment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Verbal Abuse | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Physical Violence | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Questions 12-13 are about workplace violence you have experienced over the course of your career.

12. Over the course of your career, how frequently did you experience these types of workplace violence?

| | Never 0 times | Rarely 1-3 times per year | Occasionally 4-8 times per year | Frequently 9 or more times per year |
|-------------------|-----------------------|---------------------------------|---------------------------------------|---|
| Threat | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Sexual Harassment | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Verbal Abuse | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Physical Violence | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

13. Over the course of your career, please indicate the types of workplace violence committed against you by each of the following groups. Select all that apply.

| | Patient | Family or Friend of Patient | Supervisor | Physician | Peer | Other | Not experienced |
|-------------------|--------------------------|-----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Threat | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sexual Harassment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Verbal Abuse | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Physical Violence | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Questions 14-18 are about the most recent violent event perpetrated against you in the workplace regardless of how long ago it occurred.

14. Please identify the category that most closely reflects the most recent violent action perpetrated against you in the workplace regardless of how long ago it occurred. Check one.

- Threat
- Sexual Harassment
- Verbal Abuse
- Physical Violence
- Not applicable – I have not experienced violence in the workplace. (Skip to Question 19)

15. Please indicate the number of days you were absent from work as a result of this event.

Check one.

- None
- Less than 1 day
- 1 day to less than 3 days
- 3 days to less than 7 days
- 7 days to less than 14 days
- 14 days to less than 1 month
- 1 month to less than 3 months
- 3 months or more

16. Indicate any changes in your work situation that occurred as a result of this event? Select all that apply.

- No changes
- Quit your job
- Voluntary transfer to another location
- Involuntary transfer to another location
- Leave of absence
- Restriction/modification of work activities
- Other (please specify in the box below)

17. Did you report the incident through your organizational-based occurrence or incident reporting system?

- Yes (Skip to Question 19)
- No

18. If you responded no to question 17, please indicate why you decided not to report this episode. Select all that apply.

- My organization does not have an incident reporting system
- Not sure how to report
- Time constraints
- Process too complicated
- Lack of follow up/response from management
- Do not expect anything to change in the long-term
- Fear of lack of support from colleagues
- Fear of being blamed for the episode
- Too many episodes/too busy to report
- It is an accepted/expected part of the job
- Feel I can manage episode(s) effectively
- Feel patient was not responsible for their actions or had a diminished responsibility e.g. cognitively impaired, substance abuse, mental health issues, emotional distress
- Other (please specify in the box below):

Questions 19 - 20 are about your experience with workplace violence at your current place of employment.

19. How would you rate your organization's level of safety as it relates to workplace violence?

- Not at all safe
- Slightly safe
- Somewhat safe
- Very safe
- Extremely safe

20. How effective is your organization at preventing and managing workplace violence?

- Not at all effective
- Slightly effective
- Somewhat effective
- Very effective
 - Extremely effective

Additional Comments

Please use this space to make any comments related to workplace violence against nurses.

Appendix F: Employer Survey Instrument

For the purpose of this survey, workplace violence is defined as the intentional use of physical force or emotional abuse, against an employee, that results in physical or emotional injury and consequences. This includes physical assault, threat, sexual harassment, and verbal abuse.

1. Please identify the type of facility you represent.
 - Home health agency
 - Freestanding Emergency Medical Center
 - Hospital
 - Long Term Care
2. Please provide your contact information for response tracking purposes only.

| | |
|-------------------|--|
| Facility Name: | |
| State License #: | |
| Physical Address: | |
| City: | |
| State: | |

What is your current title?

- Chief Nursing Officer/Director of Nursing
- Facility Administrator
- Other (Please specify):

| |
|--|
| |
|--|

3. Has your organization implemented a program or policy that includes prevention of workplace violence against nurses?
 - Yes [continue to question 4]
 - No [skip to question 11]
4. Please indicate the types of incidents this workplace violence prevention program or policy requires nurses to report. Select all that apply.
 - Verbal violence from patient or visitor
 - Verbal violence from staff or health care provider
 - Physical violence from patient or visitor
 - Physical violence from staff or health care provider
 - Incident reporting is not required

5. Please indicate how this program or policy addresses reporting of physical assaults to law enforcement.
- Reporting of physical assaults to law enforcement is encouraged.
 - Reporting of physical assaults to law enforcement is required.
 - Reporting of physical assaults to law enforcement is not addressed in the policy.
6. Does your organization periodically evaluate the effectiveness or impact of this workplace violence program or policy?
- Yes [continue to question 7]
 - No [skip to question 8]
 - I don't know/I am unsure [skip to question 8]
7. If you answered "Yes" to question 6, please indicate the elements of the workplace violence program or policy that are evaluated. Select all that apply.
- Number of violent incidents recorded
 - Costs associated with incidents (e.g. worker's compensation)
 - Injury severity result from incident
 - Location or unit in which incident occurred
 - Time at which incident occurred
 - Perpetrator characteristics
 - Nursing procedure being conducted at time of incident
 - Staffing level at time of incident
 - Other (Please specify):

8. Has your organization changed its program or policy based on these evaluations?
- Yes
 - No
 - I don't know/I am unsure
9. What is included in your organization's workplace violence prevention program or policy? Select all that apply.
- Workplace violence training
 - Assessment of work areas for risk factors
 - Required reporting of incidents
 - Investigation of reported incidents
 - Other (Please specify):

10. Please indicate whether your organization's workplace violence prevention program or policy addresses training of the following staff types. Select all that apply.

| | Clinical nursing staff | Non-clinical nursing staff |
|---|------------------------|----------------------------|
| Required in all departments/ units | <input type="radio"/> | <input type="radio"/> |
| Required in specialty areas (e.g. ED, psych) only | <input type="radio"/> | <input type="radio"/> |
| Voluntary training only | <input type="radio"/> | <input type="radio"/> |
| Training unavailable | <input type="radio"/> | <input type="radio"/> |

11. Please indicate the types of workplace violence prevention training provided to nurses in your organization.

- Workplace violence training is not provided.
- Workplace violence awareness training
- Training on proper techniques for de-escalation
- Training on specific evasion techniques
- Training on proper patient containment measures
- Training on identifying characteristics associated with aggressive and violent behavior
- Other (Please specify

12. Please indicate the refresher training offered to nurses in your organization.

| | Refresher training is a repeat of original training content | Refresher training is a subset of original training | Refresher training is not offered |
|---|---|---|-----------------------------------|
| Workplace violence awareness training | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Training on proper techniques for de-escalation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Training on specific evasion techniques | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Training on proper patient containment measures | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Training on identifying characteristics associated with aggressive and violent behavior | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

13. If your organization has a staffing committee, does it consider incidents of workplace violence in developing and evaluating nurse staffing plans?

- Yes
- No
- I don't know/I am unsure
- Not applicable - My organization does not have a nurse staffing committee

14. Is follow-up support, such as counseling, made available to nurses in your organization who are subjected to verbal or physical violence?

- Yes
- No
- I don't know/I am unsure

15. Please indicate whether your organization tracks any of the following types of violence against nurses. Select all that apply.

- Incidents of verbal violence
- Incidents of physical violence
- Incidents of physical violence reported to law enforcement
- My organization does not track incidents of verbal or physical violence

16. Please describe how your organization evaluates tracked data related to incidents of violence against nurses as indicated in question 15.

17. What strategies has your organization implemented to prevent or reduce workplace violence against nurses? Select all that apply.

- Alarms and monitors (including panic buttons)
- Staff training
- Restricted access
- Emergency response team
- Present or rounding security personnel
- Availability of escorts
- Chaperones (visiting in pairs)
- Personal protective equipment
- Availability of restraints and policies for use
- Reducing crowding
- Exit strategies
- Metal detectors
- Other (please specify)

18. Please describe the strategies implemented in your organization that have been most successful in preventing workplace violence against **nurses**.

19. Please indicate the types of costs related to workplace violence against nurses your organization tracks. Select all that apply.

- My organization does not track costs related to workplace violence against nurses.
- Workers' compensation
- Third party insurance
- Absenteeism, accident or injury-related leave
- Replacement workers
- Property damage
- Training or prevention costs
- Other (please specify)

The next two questions are about your personal experience at your organization. Responses to all questions in this survey will only be reported in aggregate form. Individual respondents will not be identified.

20. How would you rate your organization's level of safety as it relate to workplace violence?

- Not at all safe
- Slightly Safe
- Somewhat safe
- Very safe
- Extremely safe

21. Please tell us about your most recent experience reporting incidents of workplace violence at your current place of employment.

- I have not reported any incidents of workplace violence at my current place of employment.
- I have reported an incident(s) of workplace violence at my current place of employment and management has taken action on my report.
- I have reported an incident(s) of workplace violence at my current place of employment and I have been kept informed on the progress of actions taken to address my report.
- I have reported an incident(s) of workplace violence at my current place of employment and I have not heard back regarding my report.

22. Please use the space below to make any comments related to workplace violence against nurses.

Appendix G: Limitations

Some individual nurse surveys contained errors or inconsistent responses. For example, multiple responses could be marked on questions asking for only one selection. One type of inconsistent response involved selecting a frequency of “never (0 times)” for a violence type in question 10 or question 12, but selecting one or more groups who committed the violence type in the following question instead of “not experienced.” The opposite also occurred when respondents selected a frequency of violence greater than “never (0 times),” but indicated in the following question that violence was “not experienced.” Some respondents selected “not applicable” for question 14, but answered one or more of questions 15 to 18, which were only applicable if a type of violence had been selected in question 14. Finally, some respondents selected reasons for not reporting the most recent violent incident in question 18 despite indicating in question 17 that the incident had been reported. The counts and percentages in this document include these and other types of inconsistent responses as they were entered in the surveys.