

## **Checklist 2: Analyze Workplace Violence Records**

- How many incidents occurred in the last 2 years?
- What kinds of incidents occurred most often (assault, threats, robbery, vandalism, etc.)?
- Where did incidents most often occur?
- When did incidents most often occur (day of week, shift, time, etc.)?
- What job task was usually being performed when an incident occurred?
- Which workers were victimized most often (gender, age, job classification, etc.)?
- What type of weapon was used most often?
- Are there any similarities among the assailants?
- What other incidents, if any, are you aware of that are not included in the records?
- Of those incidents you reviewed, which one or two were most serious?

### **Use the data collected to stimulate the following discussions:**

- Are there any important patterns or trends among the incidents?
- What do you believe were the main factors contributing to violence in your workplace?
- What additional corrective measures would you recommend to reduce or eliminate the problems you identified?

### **Conduct a Walkthrough**

It is important to keep in mind that injuries from violence are often not reported. One of the best ways to observe what is really going on is to conduct a workplace walkthrough.

A walkthrough, which is really a workplace inspection, is the first step in identifying violence risk factors and serves several important functions. While on a walkthrough, hazards can be recognized and often corrected before anyone's health and safety is affected.

While inspecting for workplace violence risk factors, review the physical facility and note the presence or absence of security measures. Local police may also be able to conduct a security audit or provide information about experience with crime in the area.

### **Ask the Workers**

A simple survey can provide valuable information often not found in department walkthroughs and injury logs. Some staff may not report violent acts or threatening situations formally but will share the experiences and suggestions anonymously. This can provide information about previously unnoticed deficiencies or failures in work practices or administrative controls. It also can help increase employee awareness about dangerous conditions and encourage them to become involved in prevention activities.

Types of questions that employees should be asked include:

- What do they see as risk factors for violence?

- The most important risk factors in their work areas
- Aspects of the physical environment that contribute to violence
- Dangerous situations or "near misses" experienced
- Assault experiences—past year, entire time at facility
- Staffing adequacy
- How are current control measures working?
  - Hospital practices for handling conflict among staff and patients
  - Effectiveness of response to violent incidents
  - How safe they feel in the current environment
- What ideas do employees have to protect workers?
  - Highest priorities in violence prevention
  - Ideas for improvements and prevention measures
- How satisfied are they in their jobs?
  - With managers/fellow workers
  - Adequacy of rewards and praise
  - Impact on health