

10 STEPS TO MITIGATE RISKS FOR LONE & REMOTE HEALTHCARE WORKERS



The occurrence of workplace violence for healthcare workers is nearly four times higher than other industries.

With an increasingly mobile workforce and the prevalence of patient-on-staff violence, hospitals should follow these 10 steps to keep hospital staff safe when nearby help isn't available.



1 Build an Environment of Trust

Strong leadership commitment against workplace violence is critical to the overall adoption of prevention programs.



2 Establish Policies, Procedures and Protocols



Set up safe working procedures to help remote and lone workers identify and address problems when they feel at risk.

3 Identify Risks Associated with Work

Assess potential hazards and associated risks for workers specific to their unique work functions and locations.



4 Identify Risks Associated with the Worker



Identify risks unique to each employee, including pre-existing medical conditions or whether a specific level of training is required.

5 Empower with Training & De-escalation Techniques

Provide training, emergency procedures and de-escalation techniques to help staff better respond.



6 Monitor and Check-in Regularly



Leverage telecommuting tools and technologies to check-in with staff regularly and facilitate rapid notification and response in a crisis.

7 Inform and Be Informed

Keep staff informed about risks and encourage them to maintain awareness of their surroundings and check-in when necessary.



8 Leverage Redundant, Two-Way Communication



Utilize redundant two-way communication channels to help inform employees and receive alerts of evolving crises from workers.

9 Consistently Provide Incident Guidance

Clearly communicate and consistently provide resources and support, including incident reporting guidance and investigation procedures.



10 Report, Audit and Review



Monitor and review reported adverse events, benchmark against best practices, and elicit staff feedback to ensure compliance with policies and procedures.

Learn how Everbridge can help you mitigate the impact of workplace violence by visiting www.everbridge.com