

The background features a large, faded logo for Piedmont Public Safety. The logo is a shield-shaped emblem with a central Maltese cross. The cross has four colored quadrants: top-left is red, top-right is orange, bottom-left is yellow, and bottom-right is white. The word "PIEDMONT" is written in a white banner across the top of the shield, "PUBLIC" is written in a white banner across the middle, and "SAFETY" is written in a white banner across the bottom. The shield is surrounded by a grey border.

**Piedmont Healthcare Department of Public Safety**

**DE-ESCALATION & PERSONAL  
SAFETY IN A CLINICAL  
ENVIRONMENT**

**Mike Hodges, MA, CHSS**

# Disclosures

I have nothing to disclose.

**Forbes**

# **Healthcare Remains America's Most Dangerous Profession Due To Workplace Violence**



## Healthcare Remains America's Most Dangerous Profession Due To Workplace Violence



Punches, broken bones and more: 1 in 4 nurses are attacked on the job, study says

BECKER'S

**HOSPITAL REVIEW**

Nurse sues Tennessee hospital over patient attack

Modern  
Healthcare

**OSHA fines New York hospital over workplace violence**

**Livingston Daily**  
PART OF THE USA TODAY NETWORK

Patients who abuse Michigan nurses rarely face charges. Healthcare workers seek tougher laws

**TERRACE STANDARD**

Security guard “bitten and punched” in Terrace hospital

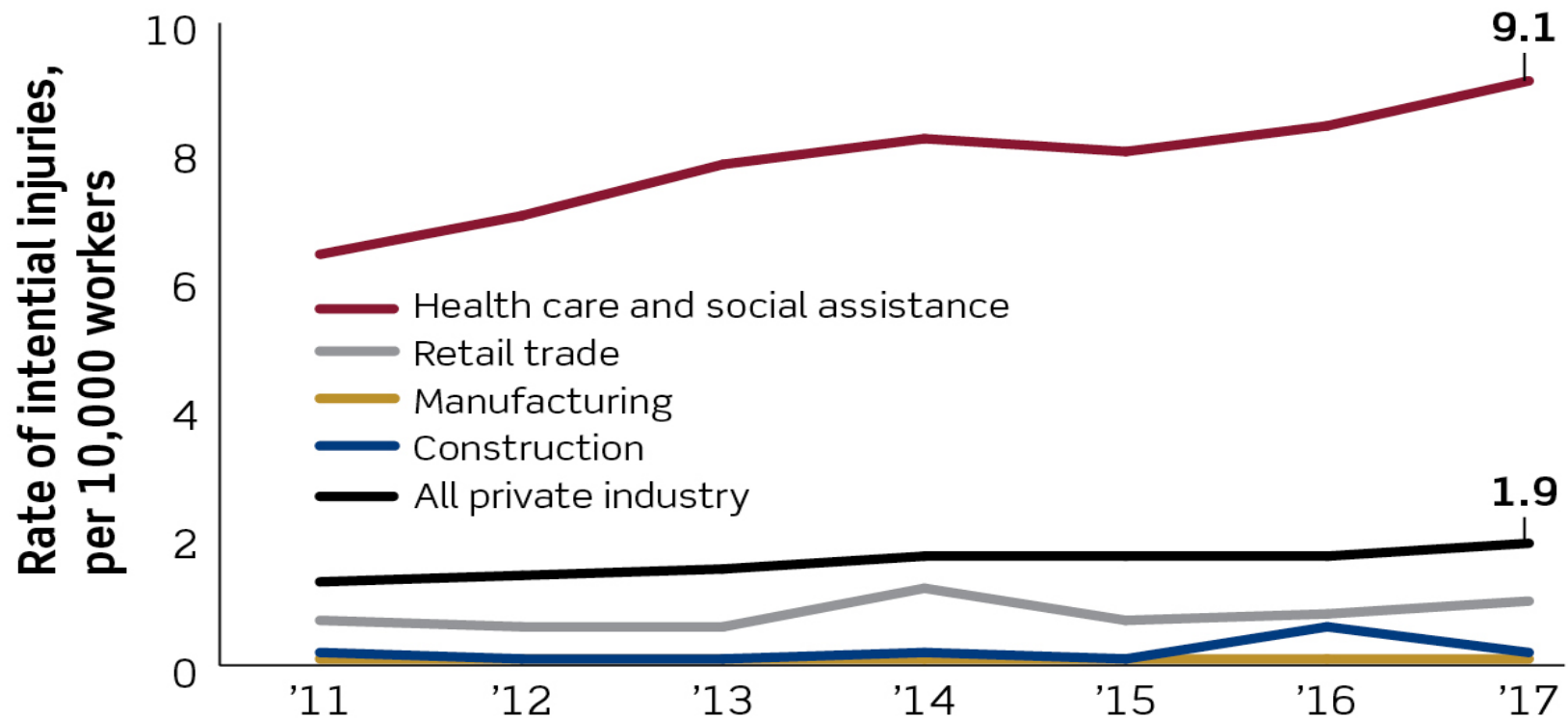
# The Reality In Healthcare

- Bureau of Labor Statistics (BLS) data shows that Healthcare is the **#1** industry in the United States for Workplace violence.
- The American Psychiatric Nurses Association (APNA) has reported that nearly **500,000** healthcare & social assistance workers experience verbal and physical violence each year.
- The Occupational Health & Safety Administration's (OSHA) data shows that of the approximately **25,000** workplace assaults reported annually; **75%** occur in the healthcare industry.
- BLS reports that for healthcare workers, assaults comprise **11%** of workplace injuries involving days away from work, as compared to **3%** of injuries of all private sector employees.
- According to OSHA, **80%** of all violence against healthcare workers is perpetrated by their patients.

# A Quick Comparison – 2011-2017 Study

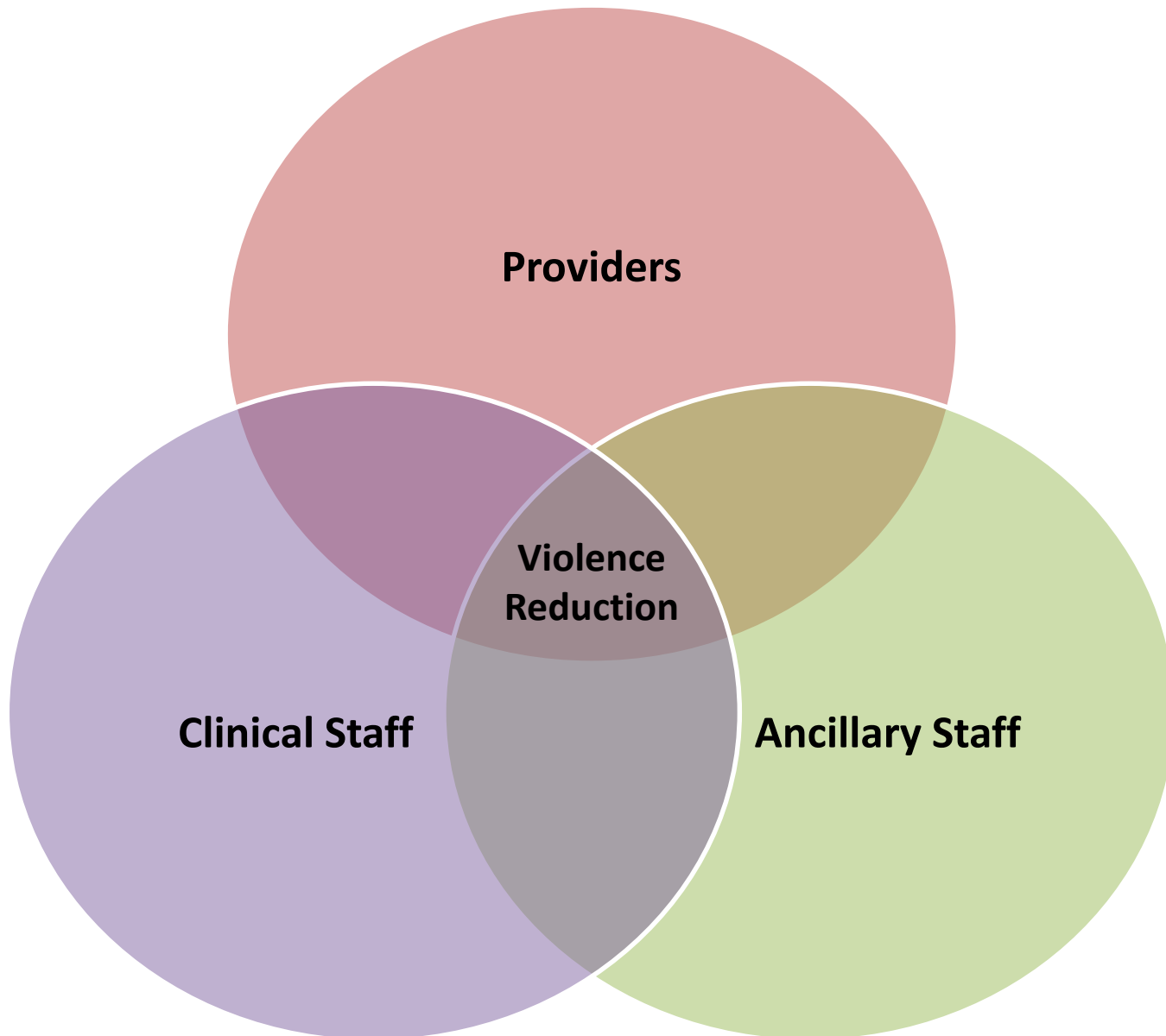
## Intentional worker injuries on the rise

Health care and social assistance workers experience intentional injuries by another person at far greater rates than the private industry overall. This includes only injuries involving days away from work.



SOURCE: U.S. Bureau of Labor Statistics

# Collective Responsibility



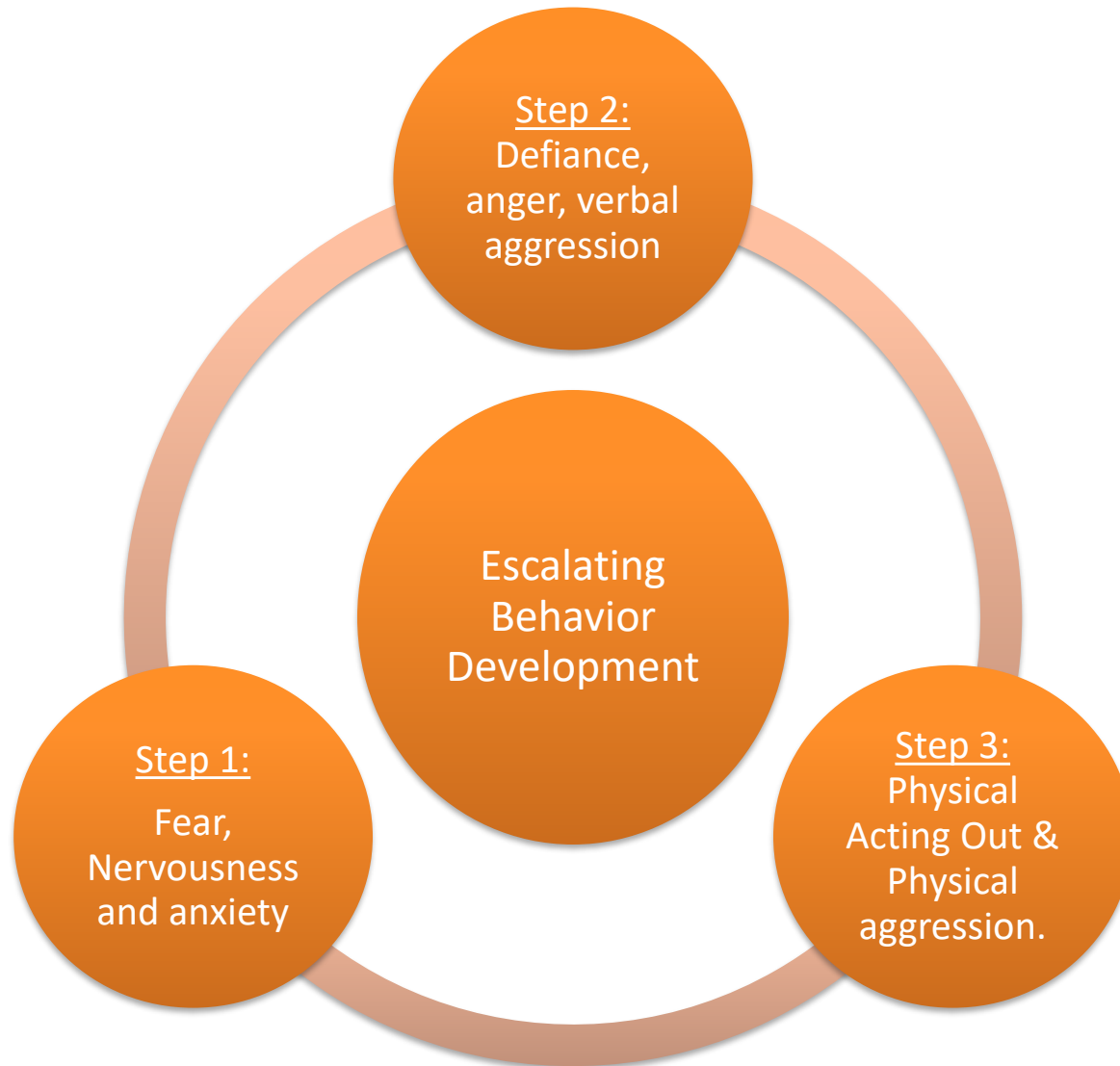
# Defining Escalating Behavior

**Escalating** as an increase in intensity and  
**Behavior** as the **response** of an individual to  
their **environment**.

**Note:** Violent behavior can indicate a  
deterioration/ change in the patients clinical  
condition.



# The Steps of Escalating Behavior



# Practical Response

## Subject Behaviors

&

## Staff Responses

**Level 1: The subject will exhibit fear, nervousness or anxiety.**

Be Reassuring  
Be Soothing  
Be Non-Judgmental  
Actively Listen  
Be Empathetic

} Build the Relationship

**Level 2: The subject will become defiant, angry and verbally aggressive.**

Redirect  
Avoid a Power Struggle  
Team Approach

} Set Limits (*If/ Then*)

**Level 3: The subject will become physically aggressive.**

Disengage  
Warn  
Contact Help

} Terminate Relationship

# Mitigating Victimization

**Victimization** is the process of being victimized or becoming a victim.

*Avoiding Victimization means being aware*

*You have a “**Fight or Flight**” response for a reason.*

*Listen to your instincts and intuition.*

**FBI Study:** There is a greater than 95% chance that your gut feeling or opinion, formed in the first 3 to 5 seconds, about a person or situation is correct.

# Key Protective Behaviors

## **Protective Posturing**

- **Be Aware** of your patient – Look for incident indicators
- Posture Yourself Accordingly

## **Provide Personal Space**

- 3-5 ft or more for escalating persons
- Protection for you – out of harms way
- De-escalation for them – feel less threatened

## **Have an Exit Plan**

- Keep sight of the door
- Position yourself between them and the door

## **Listen to your clinical partners**

- Gather information from your support team
- Understand how violence impacts them as well
- Leverage other Internal Organizational Support (Public Safety/ Risk Management/ Etc)

*Report – Report - Report*

# Questions?

## Mike Hodges, MA

Director of Public Safety  
Piedmont Healthcare

### Contact me at:

- [mike.hodges@piedmont.org](mailto:mike.hodges@piedmont.org)

### Follow me at:

- [linkedin.com/in/charles-mike-hodges/](https://www.linkedin.com/in/charles-mike-hodges/)
- [proactivesecurity.blog](http://proactivesecurity.blog)

### WARNING

This post contains shameless self-promotion, and may cause readers to groan, scoff, or become violently ill. Continue reading at your own risk.