

Introduction

Acts of violence are currently the third-leading cause of fatal occupational injuries in the United States

Late night sales/retail and transportation are the industries with the highest rates of fatal assaults (Table 1). Healthcare and social services is the industry that experiences the highest rate of nonfatal assaults (Figure 1).

Table 1. Top sectors experiencing fatal assaults in the workplace per 10,000 workers

Sector	Rate
Late Night Sales/Retail	17.8
Transportation	10.4
All industries	3.5

Objectives

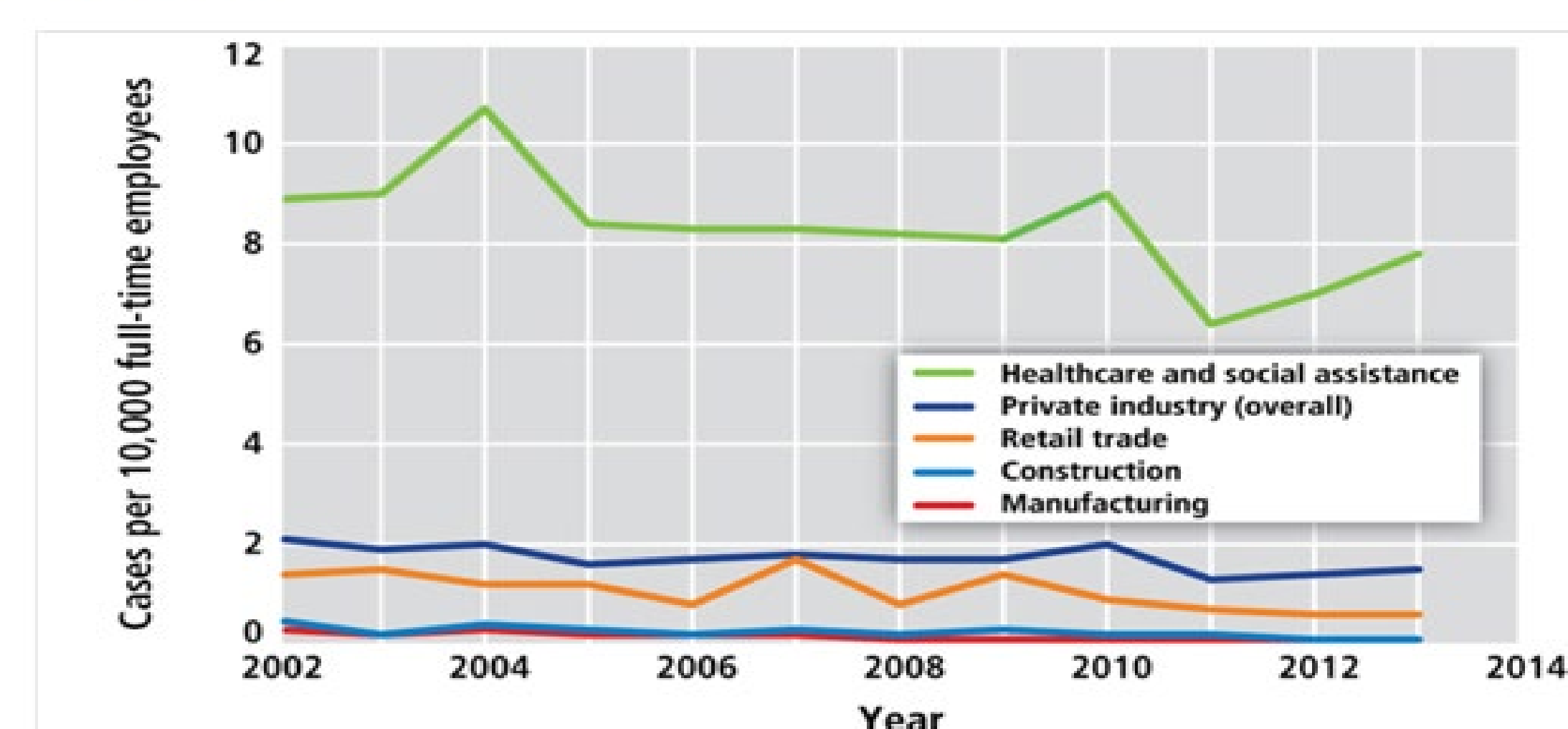
To identify interventions using the social-ecological model (Figure 2) to reduce the risk of workplace violence incidence among workers.

Methods

A search conducted on Google scholar of studies on reducing workplace violence incidents among various occupations and industries. Each study was reviewed and determined which level of the Social-Ecological Model it best fit. Search terms: workplace violence, social-ecological model, occupational health incidents, workplace violence rates, underreporting workplace violence, workplace harassment laws

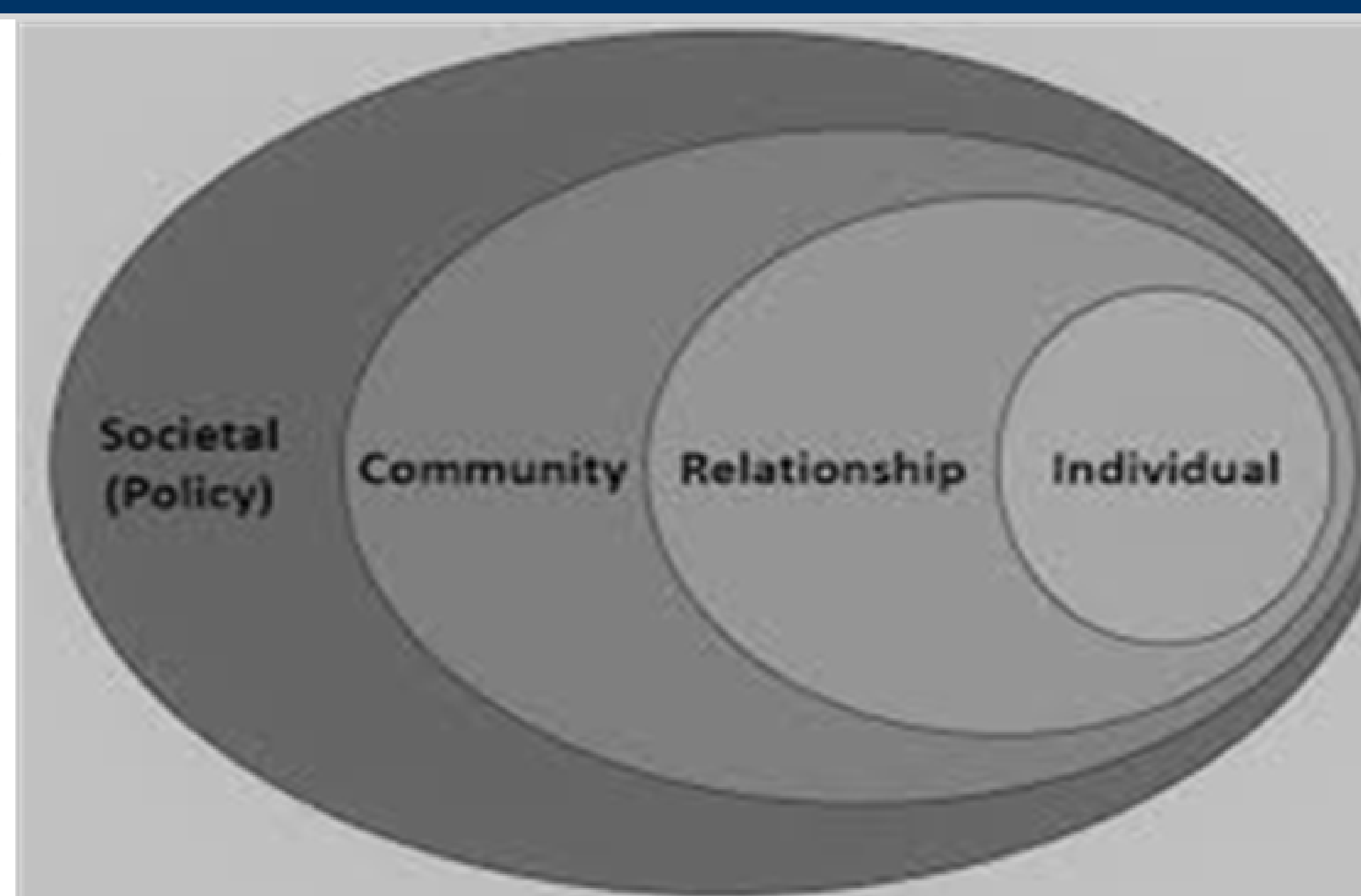
Figure 1. Violent injures resulting in work absence

Violent Injuries Resulting in Days Away from Work, by Industry, 2002–2013



Data source: Bureau of Labor Statistics data for intentional injuries caused by humans, excluding self-inflicted injuries.

Figure 2. Social-Ecology Model



Interventions

Individual (approaches to clients/patients)	<ul style="list-style-type: none"> Staff use an assessment to evaluate any violent history a patient has had in the past 6 months. Staff use universal precautions when working with patients. Treat all as potentially violent. Never see patients alone, always make sure doorways are not blocked. Staff should be mindful of how they are seen by patients/customers/visitors Avoid prolonged eye contact, speaking loudly, speaking in an angry or annoyed tone
Relationships among co-workers	<ul style="list-style-type: none"> Staff should refrain from gossip, disrespect, sabotage, exclusion, and criticism of other coworkers. Staff should avoid bullying by active listening, paraphrasing, and acknowledging their own feelings about a situation. Use team building exercises as way to build strong interpersonal relationships among workers.
Workplace community	<ul style="list-style-type: none"> All workplaces should have a zero-tolerance policy, education, surveillance, and program evaluation. Employers ensure all workers, patients and visitors are educated on their zero-tolerance policy and the repercussions of violating. Workplace have panic buttons, locked doors, and closed-circuit cameras installed.
Societal (workplace laws/policies)	<ul style="list-style-type: none"> An increase in community outreach programs for individuals who are mentally ill and/or substance abuse history. State legislation passed to ensure safety for healthcare workers. Kansas and Florida pass laws that require an anti-bullying policy in schools

Discussion/Conclusion

Underreporting of workplace violence is a barrier to enacting programs and policies to reduce violence

Employers must educate staff on a bully free work environment and be sure to have a reporting system that is safe and confidential for workers.

Government must put more focus on passing laws that protect workers. The longer they take to get passed, the more workers are subjected to workplace violence.

Most articles focus on reducing workplace violence for healthcare workers. More interventions need to be created for other industries to reduce the risk for their workers.

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Faculty Advisor

Dr. Paul Landsbergis