ATTACHMENT 1

WORKPLACE ANALYSIS

1.0   GENERAL

1.1   Workplace analysis involves a step-by-step, common-sense look at the workplace to find existing or potential hazards for workplace violence. This entails reviewing specific procedures or operations that contribute to hazards and specific locations where hazards may develop.

1.2   A "Threat Assessment Team," "Patient Assault Team," similar task force, or coordinator may assess the vulnerability to workplace violence and determine the appropriate preventive actions to be taken. Implementing the workplace violence prevention program then may be assigned to this group. The team should include representatives from senior management, operations, employee assistance, security, occupational safety, and health, legal, and human resources staff.

1.3   The team or coordinator can review injury and illness records and workers' compensation claims to identify patterns of assaults that could be prevented by workplace adaptation, procedural changes, or employee training. As the team or coordinator identifies controls, these should be instituted.

1.4   The recommended program for workplace analysis includes, but is not limited to, analyzing and tracking records, monitoring trends and analyzing incidents, screening surveys, and analyzing workplace security.

2.0   WORKFORCE ANALYSIS PROGRAM

2.1   Records Analysis Tracking
This activity includes reviewing medical (in as far as permitted), safety, workers' compensation, and insurance records to pinpoint instances of workplace violence. Scan unit logs and employee and police reports of incidents or near-incidents of assaultive behavior to identify and analyze trends in assaults relative to particular departments, units, job titles, unit activities, work stations, and/or time of day. Tabulate these data to target the frequency and severity of incidents to establish a baseline for measuring improvement.

2.2   Monitoring Trends and Analyzing Incidents
Contacting similar local businesses, trade associations, and community and civic groups is one way to learn about their experiences with workplace violence and to help identify trends. Use several years of data, if possible, to track trends of injuries and incidents of actual or potential workplace violence.

2.3   Workplace Security Analysis

2.3.1   The team or coordinator should periodically inspect the workplace and evaluate employee tasks to identify hazards, conditions, operations, and situations that could lead to violence. The periodic review process should also include employee feedback and follow-up.

2.3.2   To find areas requiring further evaluation, the team or coordinator should
•   Analyze incidents, including the characteristics of assailants and victims, an account of what happened before and during the incident, and the relevant details of the situation and its outcome. When possible, obtain police reports and recommendations.
•   Identify jobs or locations with the greatest risk of violence as well as processes and procedures that put employees at risk of assault, including frequency and time/day/date.
•   Note high-risk factors such as types of clients or patients (e.g., psychiatric condition or patients disoriented by drugs, alcohol, or stress); physical risk factors of the building; isolated locations/job activities; lighting problems; lack of phones and other communication devices; areas of easy, unsecured access; and areas with previous security problems.
•   Evaluate the effectiveness of existing security measures, including engineering control measures. Determine if risk factors have been reduced or eliminated, and take appropriate action.

2.4   Independent reviewers, such as safety and health professionals, law enforcement or security specialists, insurance safety auditors, and other qualified persons may offer advice to strengthen programs. These experts also can provide fresh perspectives to improve a violence prevention program.