





Engaging employees, especially those on the front lines, can provide valuable insights into the current landscape of your health system’s safety. The following best practices outline which staff to engage, how to engage them, and potential hurdles to overcome.



Recommendations and Best Practices	What This Means	Hurdles and Pitfalls
 <p>Solicit employee and management feedback</p>	<ul style="list-style-type: none"> ✓ Violence Prevention Climate survey ✓ Management Prevention Climate survey ✓ Employee Engagement survey ✓ Culture of Safety survey ✓ Touchpoint survey 	<ul style="list-style-type: none"> ✓ False-positive scores <ul style="list-style-type: none"> • Add “challenge questions” to validate that individuals are reading the questions • Employees intentionally put high scores to prevent doing action plans or changes • Must use same questions each time to establish patterns and identify trends
 <p>Participation in safety hazard assessments and action plans</p>	<ul style="list-style-type: none"> ✓ Employees participate in conducting safety hazard assessments and assist in developing action plans to mitigate findings 	<ul style="list-style-type: none"> ✓ Lack of employee knowledge ✓ Employees failing to identify/ignoring issues ✓ Employees identifying issues but do not help resolve them
 <p>Maintain a safe environment and report incidents or risks</p>	<ul style="list-style-type: none"> ✓ Employees report all workplace violence incidents ✓ Employees follow appropriate de-escalation protocols ✓ Employees remove nonessential objects/items 	<ul style="list-style-type: none"> ✓ Time to report incidents ✓ Employee fear of retaliation ✓ Employees not skilled in de-escalation ✓ Employees failing to identify issues
 <p>Participate in committees</p>	<ul style="list-style-type: none"> ✓ Employees actively participate providing ideas, suggestions, and assist in mitigating risks 	<ul style="list-style-type: none"> ✓ Low participation ✓ Low engagement ✓ Lack of time ✓ Time is not compensated