

# WORKPLACE VIOLENCE REDUCTION Immersion Project

The Missouri Hospital Association is pleased to offer the **Workplace Violence Reduction Immersion Project** to participating hospitals at no cost, with the exception of staff time for training. This immersion project aims to:

- ▶ *Train and empower front-line care providers in use of verbal de-escalation and safe restraint techniques to reduce adverse encounters related to workplace violence.*
- ▶ *Increase the number of events mitigated through de-escalation techniques alone, while increasing the overall safety of the health care workplace environment.*

## Expectations of Participating Organizations

To participate, executive leadership must support the following.

- ✓ Submit a completed application to MHA **no later than Tuesday, Nov. 15.**
- ✓ Agree to implement S.T.A.R.R. as the management program for mitigating workplace violence incidents, suspending other competing programs for the duration of this immersion project.
- ✓ Adopt and implement a violent encounter management policy (template provided) within 60 days.
- ✓ Submit baseline data on workers' compensation and staff/patient/visitor violent encounters.
- ✓ Submit monthly event data into an MHA-identified database.
- ✓ Identify hospital personnel to be trained as end-users to achieve adequate saturation based on average number of staff on-site daily.
- ✓ Support the attendance of all identified end-users at a two-day S.T.A.R.R. training course within the hospital's identified implementation phase.

This immersion project utilizes Mitigation Dynamic Inc.'s Safe Training and Responsible Restraints Program.

### About S.T.A.R.R.

- Created as a proactive concept with an emphasis in robust crisis de-escalation at the forefront, and the utilization of proven protective measures only when necessary.
- Currently deployed across 18 Missouri hospitals with the following high-level results.
  - reduced the necessity to employ behavioral restraints
  - reduced patient/employee injuries
  - improved patient experience and employee engagement results
- Positively reviewed and vetted by the Centers for Medicare & Medicaid Services and The Joint Commission — cited as a recommended best practice by surveyors.



To learn more, join us for an informational webinar at 10 a.m. Tuesday, Oct. 18. Registration information, a project application, FAQs and program details are available at <http://web.mhanet.com/quality-and-health-improvement>