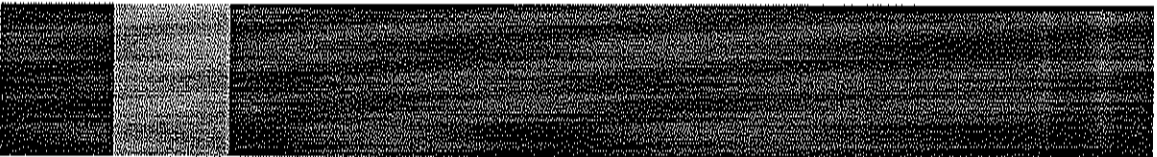


# **Sanford USD Medical Center**

Committed to a Safer Working Environment  
**Cal Hilligas**  
Security Officer, Sanford USD Medical Center



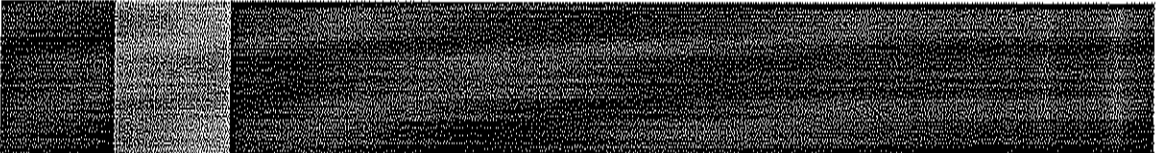
# Workplace Violence

- Nearly **2 million** people are the victims of workplace violence each year
- At risk: anyone working with cash, valuables, or provides public service
- Occupations listed by greatest risk:
  - Law enforcement officers
  - Corrections officers
  - Taxicab drivers
  - Bartenders
  - Mental health custodians
  - Special education teachers
  - Gas station attendants
  - Mental health professionals
  - Junior high school teachers
  - Convenience store workers
  - Bus drivers
  - High school teachers
  - Nurses
  - Physicians
  - All workers
  - College teachers

Source: Bureau of Justice Statistics

# Preventable Violence

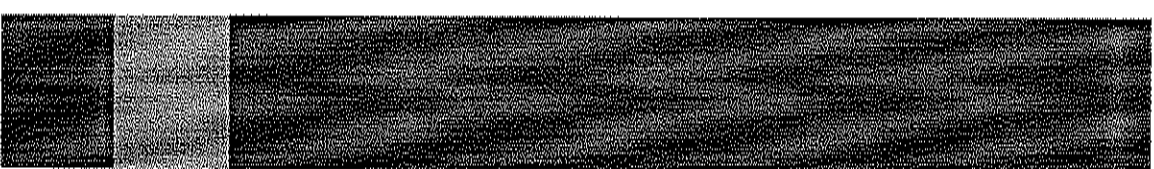
- About 75% of all workplace violence is committed by unarmed offenders.
- A 2001 report entitled *Workplace Violence: A report to the nation*, published by the University of Iowa, indicates that many of the factors that lead to workplace violence are “foreseeable and preventable.”



# Workplace Violence in Healthcare

- **It's a real problem**
- CDC: A 2015 report found that between 2012 and 2014 incidents of violence **“nearly doubled for nurses and nurse assistants.”**
- OSHA: Violence against health care workers accounts for nearly as many **injuries as in all other industries combined.**

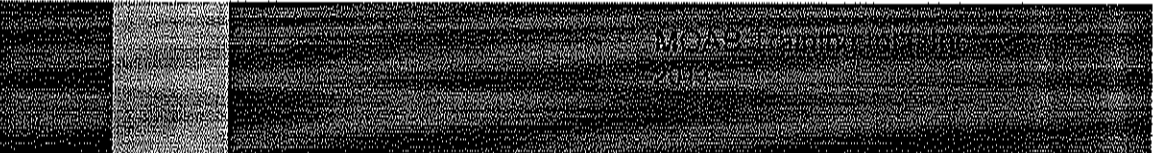
- Source: <http://www.massnurses.org/files/file/Newsnewsletter/2017/MassNurseJuly2017.pdf>



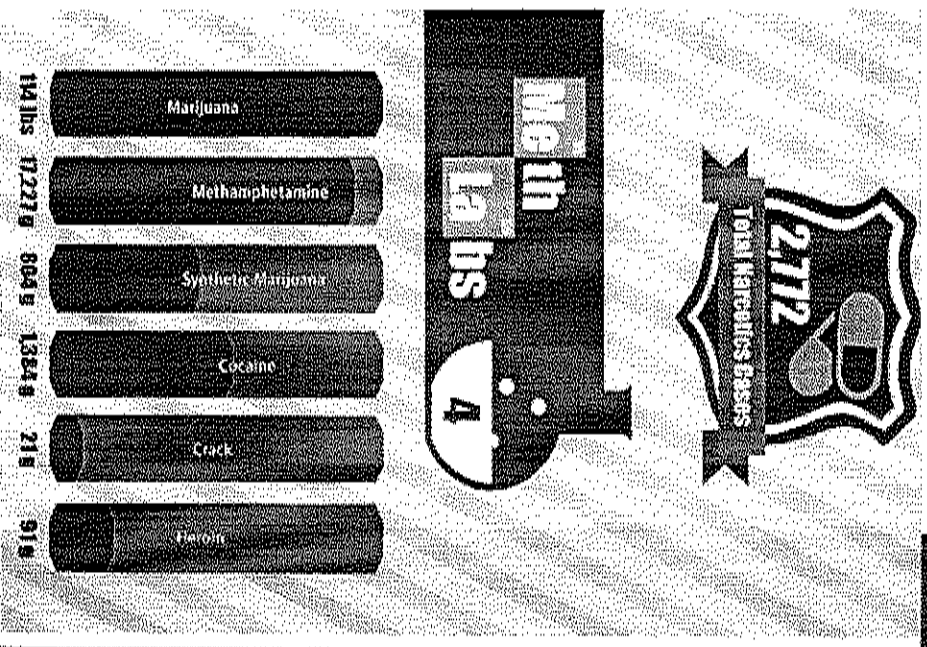
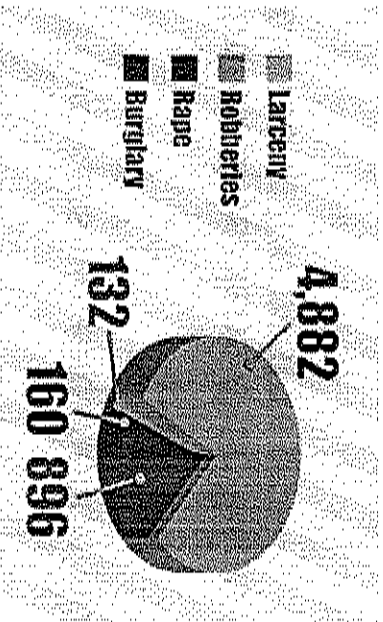
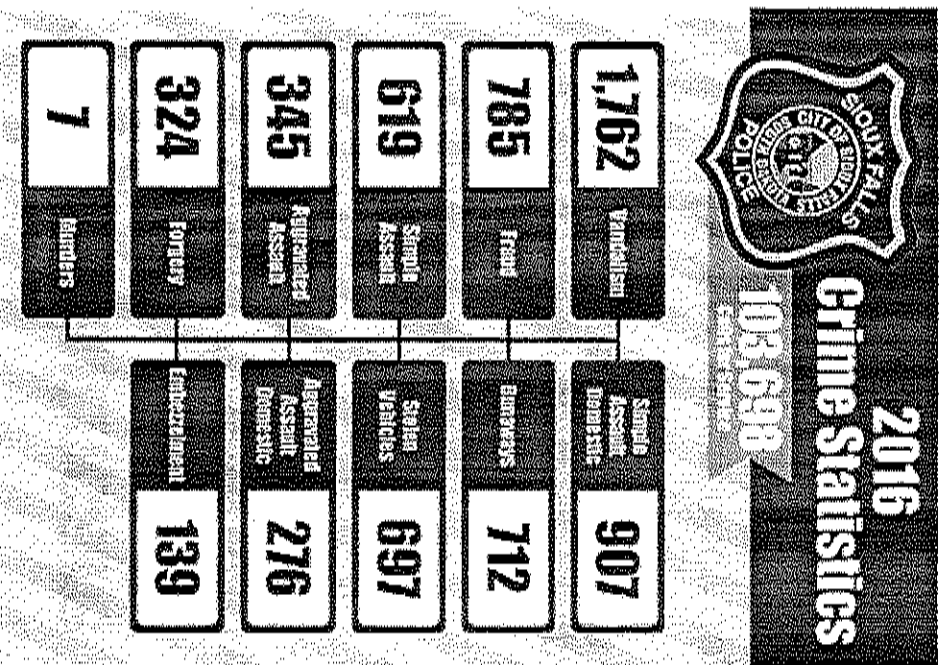
# Healthcare Workplace Violence Facts

- Almost 75% of all workplace assaults between 2011 and 2013 happened in healthcare settings;
- 80% of emergency medical workers will experience violence during their careers;
- 78% of emergency department physicians nationwide report being the target of workplace violence in the past year;
- 100% of emergency department nurses report verbal assault and 82.1% report physical assault during the last year
- Family physicians are also at high risk, although limited data exist in the outpatient setting.

(source: [http://www.medscape.com/viewarticle/862562#vp\\_1](http://www.medscape.com/viewarticle/862562#vp_1))



# Violence in Our Community



Source: <http://www.siouxfalls.org/police/statistics>

# South Dakota Crime

- FBI National Crimes Statistics: In 2016, Rapid City and Sioux Falls Metro area had higher violent crime rate than the New York Metro area.
- **Rapid City**- 495 violent crimes per 100,000
  - Highest in the region
- **Sioux Falls**- 388 violent crimes per 100,000
- **New York**- 355 violent crimes per 100,000

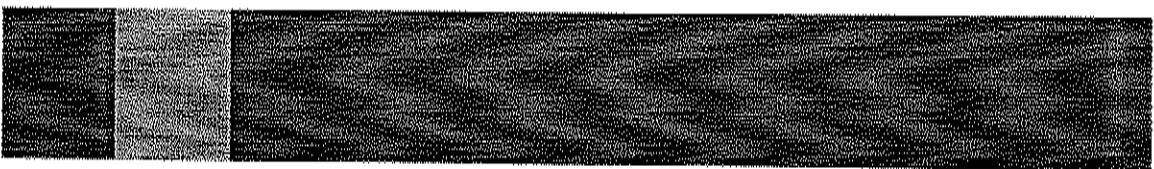
Source: [www.keloland.com](http://www.keloland.com)



# Does your organization need.....

- Safety and security training
- Security cameras
- Overhead warning system
- Increased security measures in high risk areas
- Security force and equipment
- Controlled perimeter doors
- Identification badges
- Safety drills
- Panic buttons
- Additional external lighting

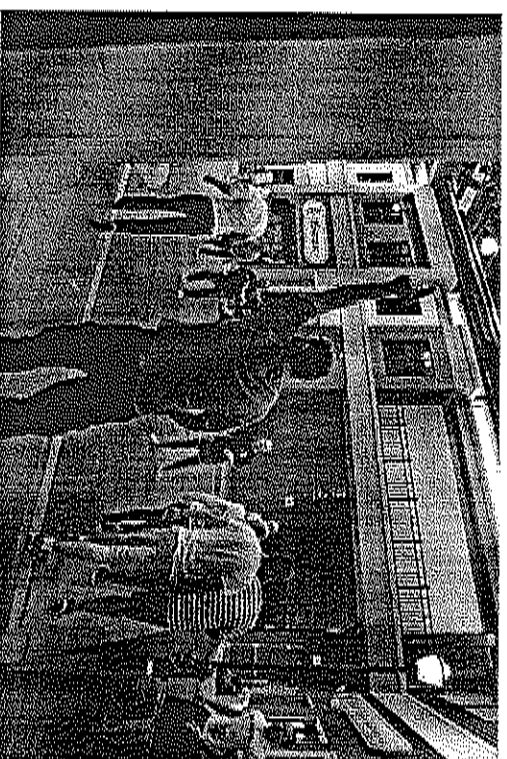
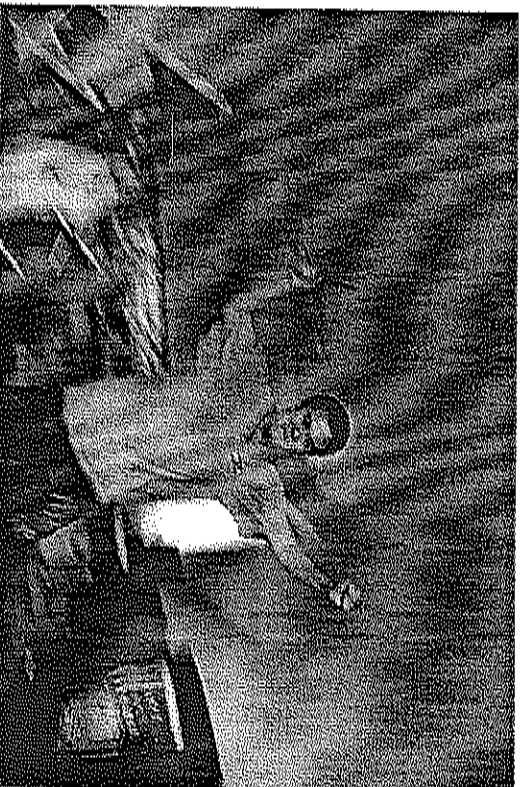
**What does your risk assessment tell you?**





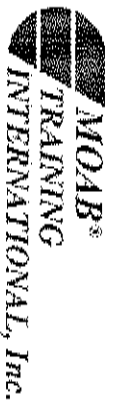
# What Actions Would You Take If.....

- Edged weapon
- Armed intruder
- Active shooter



# MOAB® Trainings

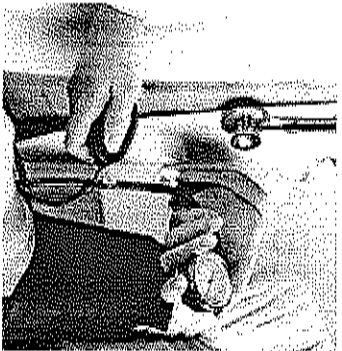
Management of Aggressive  
Behavior



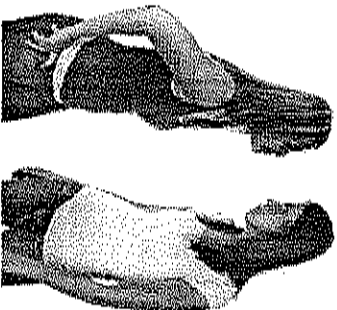
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# Three Stages of Conflict

Anxiety



Emotional  
Confrontation



Physical  
Aggression



# Behavior & Intervention

Anxious = Supportive

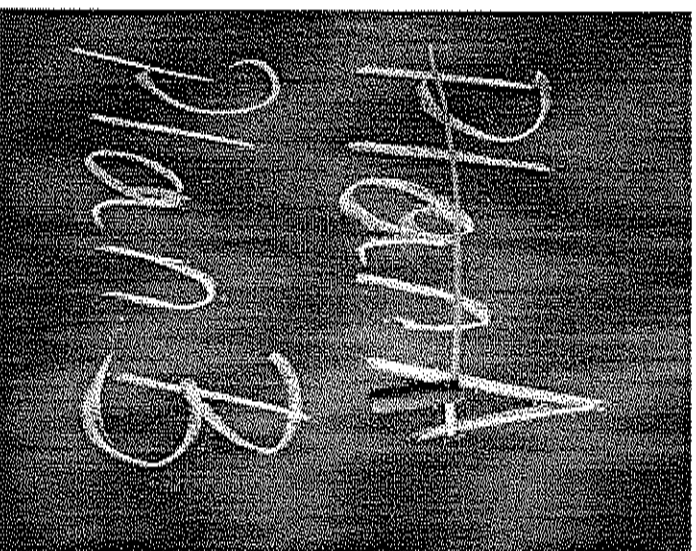
Emotional

Confrontation = Assertive

Physical

Aggression = Defensive

**PLAN**  
+  
**IDENTIFY**  
+  
**ACT**



# Stage One - Anxiety

A noticeable change in behavior. An involuntary reaction or response to something that happens.

