

The Joint Commission: Ensuring Safety and Security in Healthcare Organizations

Ensuring Safety and Security in Healthcare Organizations

Lesson Information

Abstract

Many safety and security risks are associated with operating a healthcare organization. Certain risks are unavoidable because of public access to the services provided within your organization. However, some safety and security risks can be managed through:

- Proper planning
- Employee training
- A commitment to continuous improvement

This lesson reviews safety and security issues that are commonly seen in healthcare organizations. The lesson covers specific security issues, including workplace violence and infant abduction, and provides tips about maintaining safety on the job.

Learning Outcome

Achieving a passing score on the posttest demonstrates your ability to::

- Identify two safety measures that you can take to protect yourself, patients, and others against workplace violence.
- Recognize two safety measures used within healthcare organizations to prevent infant and child abductions.
- Recall basic tips for maintaining a safe and secure work environment.

Consultants

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Introduction

Many safety and security risks are associated with operating a healthcare organization. Certain risks are unavoidable because of public access to the services provided within your organization. However, some safety and security risks can be managed through:

- Proper planning
- Employee training
- A commitment to continuous improvement

This lesson reviews safety and security issues that are commonly seen in healthcare organizations. The lesson covers specific security issues, including workplace violence and infant abduction, and provides tips about maintaining safety on the job.

Learning Objectives

Upon completion of this lesson, you will be able to:

1. Identify two safety measures that you can take to protect yourself, patients, and others against workplace violence.
2. Recognize two safety measures used within healthcare organizations to prevent infant and child abductions.
3. Recall basic tips for maintaining a safe and secure work environment.

Safety and Security Issues

Safety and security issues can occur in any work setting. However, threats to security in healthcare organizations are more likely to occur because of¹:

- Handguns and other weapons that are carried by patients or their families or friends
- The availability of drugs at hospitals, clinics, and pharmacies
- Unlimited public access to areas within healthcare organizations
- Long waits in emergency or clinic areas, which lead to frustration and agitation
- Patient populations that include gang members, drug or alcohol abusers, along with distraught family members
- Lack of proper employee training focused on the recognition and management of violent behavior
- Poorly lit parking areas
- Increasing use of hospitals to temporarily hold criminals and the care of disturbed and violent individuals
- Increasing number of mentally ill patients released from hospitals without follow-up care who utilize their right to refuse medication and utilize the emergency department for primary care

- Low staffing levels during times of increased activity (such as meal times and visiting times)
- Isolated work with clients during examinations, treatment, or in remote locations without backup



Did You Know?

Healthcare facilities are being confronted with increasing rates of crime, including violent crimes; the assault, rape, and homicide category of sentinel events is consistently among the top 10 types of sentinel events reported to The Joint Commission.²

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Quick Check: Safety and Security Issues

Select the correct answer then click **Check Answer**.

Question 1

Which healthcare-related issue contributes to safety and security problems in hospitals?

- Increased staffing of security personnel in emergency departments
- Improved training for employees to teach them how to manage violent behavior
- Increased waiting times in the emergency department that lead to frustration and agitation
- Increased security patrols and better lighting in parking areas

Check Answer Reset Choices Next Question

Question 1 of 1

ANSWER:

Question 1

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- Increased staffing of security personnel in emergency departments
- Improved training for employees to teach them how to manage violent behavior
- Increased waiting times in the emergency department that lead to frustration and agitation
- Increased security patrols and better lighting in parking areas

Check Answer Reset Choices Next Question

Question 1 of 1

Tries Remaining: 1

That's correct. Extended waiting periods in emergency or clinic areas cause patients and family members to become frustrated and agitated. These events could lead to explosive, violent behavior.

Safety and Security Risk Assessment

The Joint Commission requires that your organization perform a risk assessment to determine the types of safety and security risks that are most likely to occur within your organization. The risk assessment should cover safety and security issues including:

- Workplace violence or threats of violence
- Infant or pediatric abduction
- Care of psychiatric patients or those with alcohol or substance abuse who are boarded in the emergency department
- Workplace environment
- Care of high profile individuals and dealing with the media
- Vehicular access to emergency care³

Workplace Violence

The National Institute for Occupational Safety and Health (NIOSH) defines workplace violence as: "Violent acts, including physical assaults and threats of assaults, directed toward persons at work or on duty."⁴ According to the Occupational Safety & Health Administration, healthcare and social services workers are at high risk for workplace violence.

Healthcare workers may experience violence from a variety of sources, including gang members, robbers, patients, co-workers, and sometimes even their own family members. Your healthcare organization has a responsibility to manage the safety and security of:

- Patients
- Employees
- Everyone who enters the building

The Occupational Safety & Health Administration suggests that workplace violence programs communicate a zero-tolerance policy for any form of violence from anyone. This includes physical and verbal threats that may take place between employees within an organization.



Did You Know?

Nurses who do not receive training about preventing workplace violence are almost three times more likely to face violent events that result in death.⁴



IMPORTANT NOTE

It is essential that any real or suspected threats of violence be reported to the appropriate security personnel.

Workplace Violence and Hazards

OSHA recommends an analysis of the workplace for existing or potential hazards by using employee screening surveys or questionnaires to identify perception of risk of violent incidents, tasks that place employees at risk, and failures in work practices/procedures/control.

Periodic workplace security analysis should include:

- analysis of violent incidents
- identification of high risk jobs, locations, or processes
- high-risk patients (e.g. psychiatric or drug abuse)
- patient care processes (e.g. solo work without back-up)
- evaluation of effectiveness of current security measures

Training for Healthcare Workers at Risk

Because the nursing profession represents the largest number of workers in a healthcare organization, nurses are the most common victims of workplace violence. Other healthcare workers at risk for becoming victims of workplace violence include:

- Therapists
- Independent practitioners
- Security guards
- Healthcare technicians

Workplace violence prevention programs should incorporate training for employees that addresses the hazards associated with the job. This training helps workers become more aware of the potential for violence and ensures the development of the skills needed to handle potentially dangerous situations. This type of focused training helps reduce the likelihood of an assault.

Violent Patients and High-Risk Medical Conditions

Patients receiving care in your healthcare organization are most likely to commit an act of workplace violence than visitors or other possible offenders.⁵

Also be aware that patients who have been diagnosed with certain medical conditions have a higher risk for harming others. These medical conditions include psychiatric disorders, head injuries, intoxication, drug overdose, drug or alcohol withdrawal, and cognitive disorders, such as dementia.⁵

Patients who have the potential for carrying out violent acts start to show signs and symptoms of agitation before exhibiting threatening behavior, as shown in the table.

Signs and Symptoms of Agitation	
Physical	Verbal
<ul style="list-style-type: none">• Pacing	<ul style="list-style-type: none">• Telling lies about someone

- Hand wringing
- Fidgeting

- Constantly repeating the same story, statement, or word

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Communicating with Violent Patients

Before a situation with an agitated patient escalates out of control, try using therapeutic communication to calm the patient. Many times you can calm or defuse a situation by making patients aware of their behavior without putting them on the defensive. However, be careful about what you say and the way you say it. Your words and your tone can either resolve the situation or make it worse.

When you are able to calm the patient, discuss the matter with the appropriate members of the patient's healthcare team. If you are the patient's nurse, make sure that you tell your supervisor about the patient's behavior, as well as the nurse who relieves you when your shift is over.

Situation:	Do not say:	Instead, say this:
A patient is throwing objects	"Are you crazy? Quit throwing things at the staff!"	"Mrs. Jones, I need you to stop throwing things because someone could get hurt. Let's talk about what's happening and how you are feeling."

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Handling Escalating Situations

If a patient continues to show violent behavior, protect yourself, the patient, and others:

- Contact the patient's physician and the patient's family or legal representative.
- Make sure that another healthcare worker is with you when you interact with the patient.
- Do not leave the patient alone unless you think that you are about to be harmed. If this is the case, get assistance from another healthcare worker, your manager, risk management, or security personnel, and then go back into the patient's room.
- Remove any objects from your patients' immediate reach that could be used to harm themselves and others.
- After taking steps to protect yourself, the patient, and others, you must document the incident according to your organization's policies.



Did You Know?

You cannot search your patients' belongings without their consent. If you suspect that your patients have access to items that can be used to harm themselves or others, contact your manager, risk management, or security personnel. Check your state's laws regarding searching patient's belongings.

Types of Workplace Violence

There are several types of workplace violence and specific safety measures to take to avoid or defuse each situation.

Page 1 of 4 Click the arrows to view scenarios that describe safety measures to take to help prevent different types of workplace violence.

Healthcare Worker Assaulted by a Patient

Situation	Safety Measures
<p>A healthcare worker in the rehabilitation unit is assisting a patient who has a head injury onto the bedpan. The patient punches the healthcare worker in the face, causing the employee to suffer a broken bone.</p>  <p style="text-align: center; font-size: small;">Media Credit</p>	<ul style="list-style-type: none"> ▪ Monitor patients for signs and symptoms of increased restlessness, discomfort, and agitation. ▪ If a patient becomes agitated during an activity, stop the activity, talk to the patient, and resume the activity when the patient is calm. ▪ If a patient's behavior worsens, get help from a co-worker, your manager, or security personnel.

Media Credit

Perry AG, Potter PA, Ostendorf W. *Clinical Nursing Skills and Techniques*. 8th ed. St. Louis, MO: Elsevier Mosby; 2013.

Page 2 of 4 Click the arrows to view scenarios that describe safety measures to take to help prevent different types of workplace violence.

Healthcare Worker Assaulted by a Family Member

Situation	Safety Measures
<p>The mother of a pediatric patient is pacing the floor and suddenly approaches the patient's nurse to demand more pain medication. Motioning with her fist, the mother states, "Either you give my daughter more pain medicine, or I'm going to make you feel pain like you've never felt before."</p> 	<ul style="list-style-type: none"> ▪ Help the mother calm down by stating something like, "I know that this situation is upsetting for you, but I need you to calm down so that I can focus my attention on providing care to your daughter." ▪ Report the situation to your manager. ▪ If the family member does not calm down, contact security personnel.



Click the arrows to view scenarios that describe safety measures to take to help prevent different types of workplace violence.

Healthcare Worker Assaulted by a Co-Worker

Situation	Safety Measures
<p>A supervisor of the physical therapy department confronts one of his employees about being late again for work. After the supervisor finishes belittling the employee, the supervisor yells at the employee and tells him to get to work. The supervisor then delivers a slight push to the employee's right shoulder and motions him to leave his office.</p> 	<ul style="list-style-type: none"> • The employee should contact his supervisor's manager or the human resources department to report and document the incident. • If another employee witnessed the incident, the employee should ask the witness to provide testimony of the incident.



Click the arrows to view scenarios that describe safety measures to take to help prevent different types of workplace violence.

Healthcare Worker Assaulted by Her Husband

Situation	Safety Measures
<p>A healthcare worker confides in her manager that she's just been through a rough divorce. She further states that she has a restraining order against her ex-husband because of his violent behavior towards her. Two weeks later, the healthcare worker's ex-husband shows up during her shift and shoots her in the chest and stomach.</p> 	<ul style="list-style-type: none"> • A manager can assist employees who are victims of intimate partner violence by providing time off, an extended leave of absence, or flexible hours. Managers can also help employees relocate to other units or departments within the organization. • In some instances, nothing can be done to prevent intimate partner violence. However, managers should consult with risk management and security personnel about preventive strategies to ensure the safety of employees.

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Quick Check: Types of Workplace Violence

Match each situation with an appropriate safety measure. Use your mouse pointer to drag each blue box to the correct clear box then click **Check Answers** when you are done.

Situation			Safety Measure	
Healthcare worker at risk of assault by her husband	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2 Stop the activity and talk calmly to the patient. Get help if needed.
Patient swings at a healthcare technician during care	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3 Contact manager or Human Resources to report incident.
Healthcare worker assaulted by co-worker	3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Consult Risk Management and Security about safety strategies.
Patient's family member threatens a healthcare worker	4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4 Help refocus attention on patient's care. May need to call Security.

Check Answers Answer Key Reset Choices

Tries Remaining : 2

ANSWERS:

Match each situation with an appropriate safety measure. Use your mouse pointer to drag each blue box to the correct clear box then click **Check Answers** when you are done.

Situation			Safety Measure	
Healthcare worker at risk of assault by her husband	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2 Stop the activity and talk calmly to the patient. Get help if needed.
Patient swings at a healthcare technician during care	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3 Contact manager or Human Resources to report incident.
Healthcare worker assaulted by co-worker	3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1 Consult Risk Management and Security about safety strategies.
Patient's family member threatens a healthcare worker	4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4 Help refocus attention on patient's care. May need to call Security.

Check Answers Answer Key Reset Choices
The correct matches are shown.

Tries Remaining : 2

When Workplace Violence Occurs

Employees who are victims of workplace violence or who witness workplace violence may need follow-up care. Follow-up care will help victims of workplace violence deal with the consequences of the assault

and help them confront or prevent future incidents of violence. In addition to physical injury, victims of workplace violence may also experience:

- Psychological trauma
- Fear of returning to work
- Apprehension about changes in relationships with managers, co-workers, and family
- Feelings of guilt and hopelessness

The Occupational Health & Safety Administration recommends that employees who are injured through workplace violence receive a psychological evaluation, regardless of the severity of the incident.¹



**IMPORTANT
NOTE**

When workplace violence occurs, be sure to report the incident to the appropriate law enforcement or security personnel, and file the report based on your facility's policy. Documentation of violent incidents can help identify trends and ways to make changes to prevent future events.

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Quick Check: Workplace Violence

Mr. Smith, who has a diagnosis of alcoholism, has had an angry expression on his face all day and has not spoken in his usual friendly manner. On your last encounter with him, he started wringing his hands and repeating that someone has stolen his wallet, which you see on his bedside table. You try speaking with him calmly when he shoves the bedside table towards you and it falls onto your leg and bruises your ankle. He states that he's tired of everyone telling him what to do.

Select the correct answer and then click **Check Answer**.

Question 1

What action should you take?

- Leave the room to document the incident.
- Call the human resources department from the bedside phone to report the incident.
- Get help from your manager and, if needed, security personnel.
- Say, "No one has stolen your wallet, Mr. Smith, it's right here," and continue doing the activity you were doing before.



Check Answer



Reset Choices

Next Question



Question 1 of 2



Review Case Scenario

ANSWER:

Question 1

What action should you take?

- Leave the room to document the incident.
- Call the human resources department from the bedside phone to report the incident.
- ✓ Get help from your manager and, if needed, security personnel.
- Say, "No one has stolen your wallet, Mr. Smith, it's right here," and continue doing the activity you were doing before.

 Check Answer  Reset Choices Next Question  Question 1 of 2  Review Case Scenario

Tries Remaining: 1

That's correct. If a patient assaults you despite your efforts at prevention, keep your distance from the patient and get help from your manager or security officer.

Question 2

Employees who are victims of workplace violence should receive a psychological evaluation because they may require help dealing with life after the assault.

- True
- False

 Check Answer  Reset Choices Next Question  Question 2 of 2  Review Case Scenario

ANSWER:

Question 2

Employees who are victims of workplace violence should receive a psychological evaluation because they may require help dealing with life after the assault.

- ✓ True
- False

That's correct. The Occupational Health & Safety Administration recommends that employees who are injured through workplace violence receive a psychological evaluation, regardless of the severity of the incident.

Infant and Child Abduction

Healthcare organizations that are accredited by The Joint Commission and provide care to infants and children must develop policies and procedures that address measures to prevent infant or child abduction.

Organizational policies and procedures should emphasize proper identification of newborns and their parents. Identification bands must be placed on newborns and should contain critical information, such as:

- Name
- Sex
- Mother's admission number
- Date and time of birth

Be sure to compare this information to the information on the mother's identification band.

Additional Strategies for Preventing Infant or Child Abduction

Other security measures include⁶:

- Storage of blood for deoxyribonucleic acid (DNA) genotyping for identification
- Footprinting or fingerprinting for identification
- Video surveillance systems for infant security
- Electronic tags that give off a radio frequency to indicate the location of an infant

Parental Safety Education

Healthcare workers should discuss safety measures with parents before and after the delivery of their baby:

- Teach parents to check the identification badges of healthcare workers who come in contact with their baby.
- Let the parents know that they have the right to refuse care from anyone who cannot provide proper identification.
- Also, warn parents not to leave their baby in the room alone while they shower or use the bathroom. Instead, instruct them to return the baby to the nursery.⁶



Did You Know?

According to the National Center for Missing and Exploited Children (NCMEC), 58% of infant abductions take place in the mother's hospital room.⁷

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Quick Check: Parental Safety Education

Select the correct answer then click **Check Answer**.

Question 1 of 1

Which parent has taken the proper measures to ensure the safety of the baby?

-  Before handing the baby to a healthcare worker, Mr. Jackson asks pertinent healthcare questions about the baby while he has the worker's attention.
-  Ms. Fredricks asks the healthcare worker to write his or her name on the dry erase board before handing over the baby.
-  Ms. Jones checks the identification badge of the healthcare worker before allowing the baby to be taken back to the nursery.

Check Answer

Answer Key

Reset Choices

ANSWER:

Question 1 of 1

Which parent has taken the proper measures to ensure the safety of the baby?

-  Before handing the baby to a healthcare worker, Mr. Jackson asks pertinent healthcare questions about the baby while he has the worker's attention.
-  Ms. Fredricks asks the healthcare worker to write his or her name on the dry erase board before handing over the baby.
-  Ms. Jones checks the identification badge of the healthcare worker before allowing the baby to be taken back to the nursery.

Check Answer

Answer Key

Reset Choices

Parents should be taught to never leave their baby alone. However, they should check the identification badges of healthcare workers before allowing them to take the baby to the nursery.

Profile of the Typical Abductor

If you work with infants and children, be aware of visitors who display unusual behavior. Most abductors take the time to visit areas where infants and children receive care. For example, the abductor may visit the newborn nursery or neonatal intensive care unit (NICU) and ask questions about the care or well-being of specific babies. The abductor will typically study the routine of healthcare workers in order to impersonate them while abducting a child. The abductor usually plans the abduction but doesn't necessarily target a particular infant. The infant is usually taken at the first opportunity.⁷

The typical infant abductor is:

- Female
- Between the ages of 12 and 53
- Often has a large build and low self-esteem
- May be emotionally disturbed because of the loss of her own child or inability to conceive
- May have a strained relationship with her husband or partner

Response in the Event of an Abduction

Healthcare organizations will make an overhead announcement of a special emergency code to let employees know that an infant or child abduction has occurred. Also, monitor for people wearing bulky coats and clothing, particularly in inappropriate weather, or who appear to be pregnant or extremely overweight. During an abduction code, be aware of large packages or bags being carried away from units where infants and children receive care. Report any unusual activity to security immediately.

Follow your organization's policies and procedures for ensuring the safety of patients when abduction codes are announced.⁶

Other Potential Safety Issues

The Joint Commission also requires healthcare organizations to develop a plan to address safety and security issues that could disrupt the quality of care, treatment, and services provided to a patient or those who are trying to access healthcare.

Other potential safety issues may occur related to:

- High-profile patients
- Emergency department vehicular access
- Other security incidents

High-Profile Patients

Many healthcare organizations experience problems ensuring the safety of patients when high-profile celebrities require care or are visiting or touring the hospital. Security personnel and public relations, or a similar department, should help maintain order, privacy, and a safe healthcare environment when these situations arise.

Review your organization's HIPAA policy on releasing patient names, and contact your organization's Privacy Officer for assistance on removing the patient's name from the published patient list (Do Not Publish category).⁸

Direct media personnel to your public relations department when they ask you questions about patients.

Emergency Department Vehicular Access

The driveway and entrance to the emergency department of the hospital should always provide open and easy access for emergency vehicles. Therefore, security personnel are required to ensure that any vehicles that block access to the emergency department are removed as quickly as possible.



Did You Know?

Part of the organization's risk assessment should include:

- 1) determining the presence of clear appropriate signage in appropriate languages
- 2) developing easy patient flow/traffic flow for both emergency vehicles and patient's private care

Psychiatric Patients

Issues with bed placement in psychiatric institutions often cause a backlog of patients in the ED while they wait for admission or other placement. If an organization "boards" psychiatric patients in this manner, the following activities should take place:

- Require appropriate staff members to undergo training in de-escalation and in responding to patients' (and families') potentially violent reactions.
- Require appropriate staff members to undergo training in recognition of potential suicide risk and actions to take.
- Ensure that the emergency department has extra security precautions in proportion to the assessed risks such as a dedicated safe and monitored seclusion area or rooms which do not contain any items

which a patient could inflict harm to himself or others, wandering for weapons, conducting bag checks, and metal detectors.

- Ensure that staff have appropriate back-up procedures in place, such as well-rehearsed violent code responses.
- Regularly assess and reassess based on the individual needs of the patient.

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Other Security Incidents

Review and follow your hospital's policy for handling security issues. Examples of other problems to report to security personnel include:

- Loss or theft of property
- Criminal activity
- Individuals without proper identification trying to access secured areas

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Safety Tips for the Workplace Environment

Keep these safety tips in mind at work and when you are arriving and leaving your healthcare organization:

- Walk with your co-workers when entering or leaving work. Stay within well-lit areas.
- Be aware of what is going on around you.
- If you drive to work, have your car keys in your hand before entering the parking area.
- Remember where you parked your car and walk directly to it.
- Call security if you want an escort when leaving work.
- Make sure that the doors in your department that lead to the outside are always kept free of obstruction and are never propped open. If you find an exterior door with an obstructed pathway or object used to prop it open, remove the item and secure the door. Tell security personnel about the incident.
- Do not disable the lock or latching mechanism of any door (interior or exterior).
- Do not loan your ID badge or keys to anyone else.
- Place your personal belongings in lockers or other storage areas while at work.
- Call security if you see individuals who appear to be engaging in suspicious activity.

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Summary

The Joint Commission requires accredited organizations to provide their employees with clear policies and procedures about safety and security issues. Employee training and education helps to ensure that:

- Employees are aware of hazards related to security.
- Employees know how to protect themselves and others from harm.

Discuss with your manager or supervisor questions that you may have about your safety and the safety and security of visitors and patients within your organization. Find out what your policies and procedures are for handling different security risks in your organization.

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General Instructions for Taking Tests

You have chosen to begin the test on:

The Joint Commission: Ensuring Safety and Security in Healthcare Organizations

There are 10 questions in this test. Be sure you have enough time to complete all questions before you continue. If you exit the test before clicking 'Complete the Test,' your answers to the questions will not be saved. If you leave some questions blank and click, 'Complete the Test,' any unanswered questions will be scored as incorrect.

Tests may include case studies, true/false, and multiple choice questions, including single or multiple answer. Your test score is the percentage of questions answered correctly out of the total.

If you are ready to begin, click **Take Test** in the menu bar above.

You have the option to take this test later. If you would rather take this test later, click **Personal Page** in the menu bar above to return to your list of assigned lessons.

After you achieve a passing score for this test, please click **Evaluation** to complete and submit an evaluation of the activity.

Post test – Ensuring Safety and Security in Healthcare Organizations

1. Which statement describes an incident of workplace violence that may take place in your healthcare organization?
 - A. Injury to a patient who has pulled out an intravenous line
 - B. Burns on the skin of a healthcare worker caused by contact with hazardous chemicals
 - C. Injury to a patient because of a fall on wet, slippery floors
 - D. Injury and threats directed toward employees while they are at work
2. Which group of healthcare workers is most commonly the victim of workplace violence?
 - A. Nurses
 - B. Security guards
 - C. Physicians
 - D. Unit secretaries
3. Which statement reflects the use of therapeutic communication to help calm patients?
 - A. "I'm going to put you in restraints if you don't stop crying and screaming."
 - B. "What is wrong with you today?"
 - C. "You seem upset. Let's talk about how you are feeling."
 - D. "You are having a childlike temper tantrum and you need to stop."
4. Most people who commit violent acts show signs and symptoms of agitation before advancing to threatening behavior and violence.
 - A. True
 - B. False
5. What is the best method for preventing infant abduction?
 - A. Comparing information on the baby's identification band to the information found on the mother's identification band
 - B. Allowing mothers direct access to the nursery to pick up their babies
 - C. Locating the mother of the baby according to the room number on the baby's identification band
 - D. Giving the baby to visitors who are in the mother's room

6. Which statement best describes the profile of a person likely to try to abduct an infant?
- A. A tall, thin 20-year-old female who is visiting her sister
 - B. An obese 35-year-old female who frequently visits the newborn nursery
 - C. A 40-year-old female who just delivered her third child
 - D. An obese 60-year-old female who is visiting her grandchild
7. What should you do if you find an exterior door propped open?
- A. Leave the door propped because a co-worker will probably need to get back into the building.
 - B. Remain standing by the doorway to find out who propped the door.
 - C. Leave a sign on the door reminding employees not to prop doors open.
 - D. Remove the item used to prop the door and let security know about the situation.
8. What should you do when media personnel question you about the hospitalization of a high-profile patient?
- A. Confirm whether or not the person has been admitted to your organization.
 - B. Direct them to the unit where the person is receiving treatment.
 - C. Direct them to your organization's public relations department.
 - D. Ignore them because they should not ask you questions about your patients.
9. Your healthcare organization has a responsibility for the safety of the patients it serves. However, the organization is not responsible for the safety of employees while they are working.
- A. True
 - B. False
10. What is the best action to take when you see visitors trying to access restricted areas, such as supply rooms, within the hospital?
- A. Call security personnel so that they can properly monitor the situation.
 - B. Lock the doors to all patient rooms to prevent visitors from entering them.
 - C. Tell visitors to leave the area because you know that they are trying to steal supplies.
 - D. Perform a body search of visitors to find out if they have stolen any supplies.