The Joint Commission

Prepublication Requirements

• Issued December 20, 2023 •

New and Revised Workplace Violence Prevention Requirements

The Joint Commission has approved the following revisions for prepublication. While revised requirements are published in the semiannual updates to the print manuals (as well as in the online *E-dition*®), accredited organizations and paid subscribers can also view them in the monthly periodical The *Joint Commission Perspectives*®. To begin your subscription, call 800-746-6578 or visit http://www.jcrinc.com.

Please note: Where applicable, this report shows current standards and EPs first, with deleted language struck-through. Then, the revised requirement follows in bold text, with new language underlined.

APPLICABLE TO THE BEHAVIORAL HEALTH CARE AND HUMAN SERVICES ACCREDITATION PROGRAM

Effective July 1, 2024

Environment of Care (EC) Chapter

EC.02.01.01

The organization manages safety and security risks.

Element(s) of Performance for EC.02.01.01

17. **The organization conducts an annual worksite analysis related to its workplace violence prevention program. The organization takes actions to mitigate or resolve the workplace violence safety and security risks based upon findings from the analysis.**
Note: A worksite analysis includes a proactive analysis of the worksite, an investigation of the organization's workplace violence incidents, and an analysis of how the program's policies and procedures, training, education, and environmental design reflect best practices and conform to applicable laws and regulations. (D)

EC.04.01.01

The organization collects information to monitor conditions in the environment.

Element(s) of Performance for EC.04.01.01

Key: (D) indicates that documentation is required; R indicates an identified risk area;

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1. The organization develops and implements a process(es) for continually monitoring, internally reporting, and investigating the following:
   - Problems and incidents related to each of the environment of care management plans
   - Injuries to individuals served or others within the organization's facilities
   - Occupational illnesses and staff injuries

   Note: This requirement applies to issues in the workplace, such as back injuries or allergies. It does not apply to communicable diseases.
   - Incidents of damage to its property or the property of others in locations it controls
   - ~~S~~ecurity incidents involving individuals served, staff, or others in locations it controls
   - Fire safety management problems, deficiencies, and failures

   Note 1: All the incidents and issues listed above may be reported to staff in quality assessment, improvement, or other functions. A summary of such incidents may also be shared with the person designated to coordinate safety management activities.
   Note 2: Review of incident reports often requires that legal processes be followed to preserve confidentiality. Opportunities to improve care, treatment, or services, or to prevent similar incidents, are not lost as a result of following the legal process.

1. The organization develops and implements a process(es) for continually monitoring, internally reporting, and investigating the following:
- Problems and incidents related to each of the environment of care management plans
- Injuries to individuals served or others within the organization's facilities
- Occupational illnesses and staff injuries
Note: This requirement applies to issues in the workplace, such as back injuries or allergies. It does not apply to communicable diseases.
- Incidents of damage to its property or the property of others in locations it controls
- Safety and security incidents involving individuals served, staff, or others in locations it controls, including those related to workplace violence
- Fire safety management problems, deficiencies, and failures
Note 1: All the incidents and issues listed above may be reported to staff in quality assessment, improvement, or other functions as well as to the designated leader of the workplace violence reduction effort. A summary of such incidents may also be shared with the person designated to coordinate safety management activities.
Note 2: Review of incident reports often requires that legal processes be followed to preserve confidentiality. Opportunities to improve care, treatment, or services, or to prevent similar incidents, are not lost as a result of following the legal process.

Human Resources Management (HRM) Chapter

HRM.01.05.01

Staff participate in education and training.

Element(s) of Performance for HRM.01.05.01

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17. **As part of its workplace violence prevention program, the organization provides training, education, and resources (at time of hire, annually, and whenever changes occur regarding the workplace violence prevention program) to leadership, staff, and licensed practitioners. The organization determines what aspects of training are appropriate for individuals based on their roles and responsibilities. The training, education, and resources address prevention, recognition, response, and reporting of workplace violence as follows:**
- What constitutes workplace violence.
- Education on the roles and responsibilities of leadership, clinical staff, security personnel, and external law enforcement.
- Training in de-escalation, nonphysical intervention skills, physical intervention techniques, and response to emergency incidents.
- The reporting process for workplace violence incidents.

Leadership (LD) Chapter

LD.03.01.01

Leaders create and maintain a culture of safety and quality throughout the organization.

Element(s) of Performance for LD.03.01.01

9. **The organization has a workplace violence prevention program led by a designated individual and developed by a multidisciplinary team that includes the following:**
- Policies and procedures to prevent and respond to workplace violence
- A process to report incidents, and to analyze incidents and trends
- A process for follow-up and support for victims and witnesses affected by workplace violence, including trauma and psychological counseling, if necessary
- Reporting of workplace violence incidents to governance

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