Violent Behavior: When and How to Submit an Incident Report and Place a FYI

WHEN

I. Physical Harm or Risk of Physical Harm

- Hitting, punching, pushing, kicking, spitting, shoving, throwing items, grabbing, physical sexual contact, etc.
- Attempts to hit, punch, push, kick, spit on, shove, slap, grab, swinging at, throw items attempt sexual contact, etc.
- Entering other patients’ rooms
- Taking other patients’ items
- Entering restricted areas
- Running, jumping, climbing, etc in common areas
- Removing items from common areas
- Throwing items on the ground, against the wall, against the window

II. Verbal Statements of Intent to Harm

- Verbal threats: e.g., “I’m going to kick you’re *ss when I get out of bed”; “shut up or I’ll make you shut up”
- Physical posturing: e.g., clenched fists, fighting stance

III. Verbal Harassment

- Discriminatory or sexually harassing statements, insults, name-calling, etc.

HOW TO SUBMIT AN INCIDENT REPORT

1. Click on the “RL solutions” icon on a desktop computer (it should be loaded on all computers on nursing units)

2. Scroll down to the second row from the bottom, and click on the “Safety/Security/Workplace Violence” icon
A blank incident report should appear:

3. Submit direct quotes and specific actions when possible, rather than writing generalized statements, e.g., state “patient called me a b*tch and swung his arm at my head” rather than saying “patient was verbally and physically aggressive”

4. You will receive an email from the Workplace Violence Unit to confirm your submission

**HOW TO PLACE A FYI in EPIC**

- Once in the patient’s chart, select “FYI” (can be found in the search bar if it is not already part of your menu)
- Once you select “FYI”, you will see a drop down menu. Select “History of violent behavior”
Enter the date and write direct quotes and specific actions when possible, rather than writing generalized statements. For example, state “patient called me a b*tch and swung his arm at my head” rather than saying “patient was verbally and physically aggressive”

Select “Accept” once you are finished typing
The patient’s chart will be flagged with a red “history of violent behavior” warning, which will automatically pop up each time the patient’s chart is opened.