

VPQHC

Vermont Program for Quality in Health Care, Inc.



# WORKPLACE VIOLENCE PREVENTION

December 18, 2025

# Welcome

## Introduce yourself



# Co-Hosts

Vermont Program  
for Quality in  
Health Care

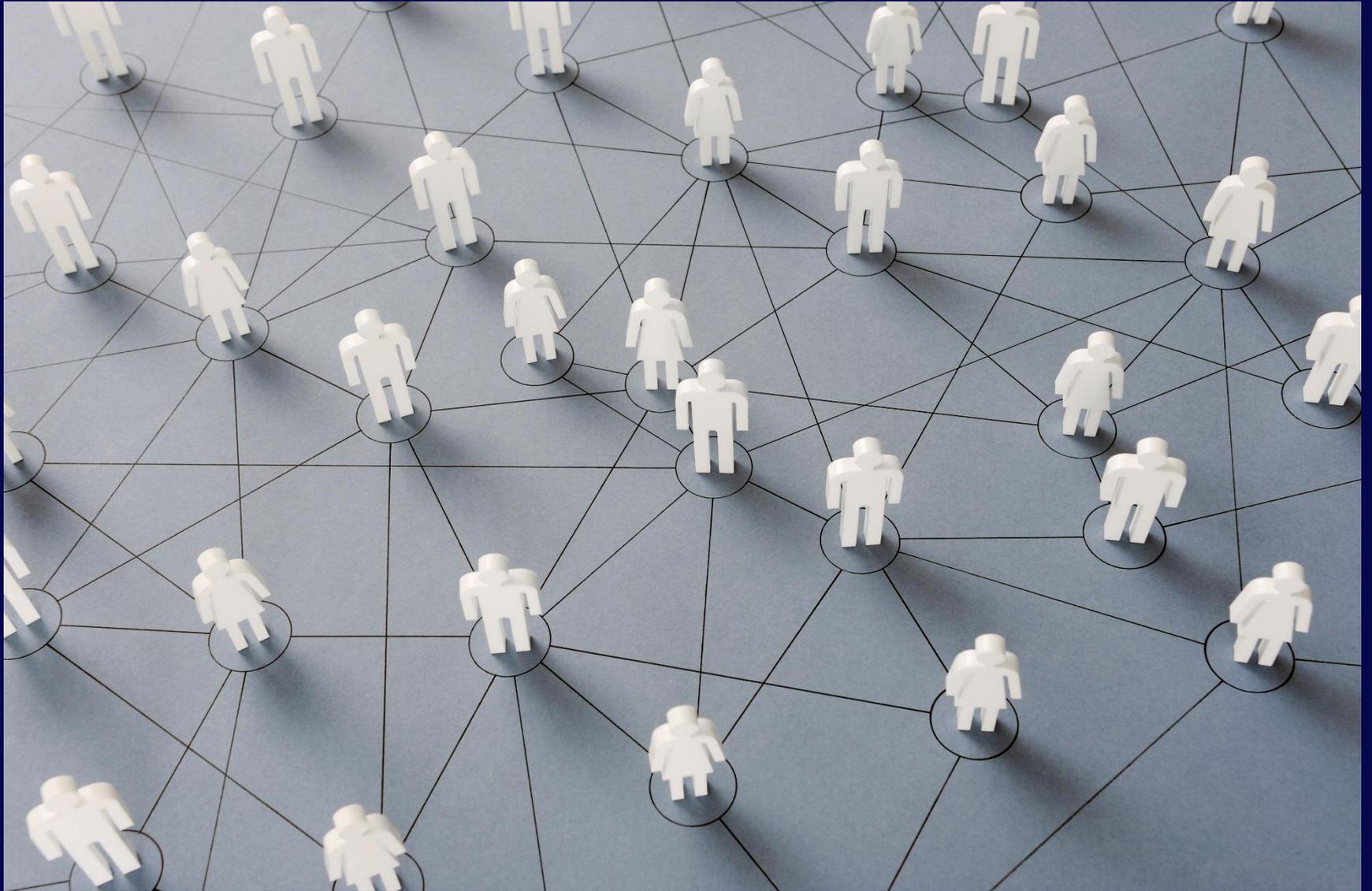
VPQHC

Vermont Program for Quality in Health Care, Inc.

Vermont Association  
of Hospitals & Health  
Systems



# Purpose



# Today

- Why Act 9
- Toolkit
- Self-Check
- What's Next

# Logistics

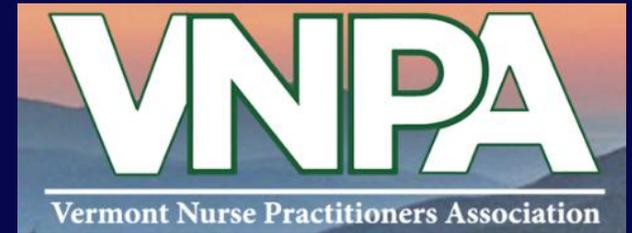
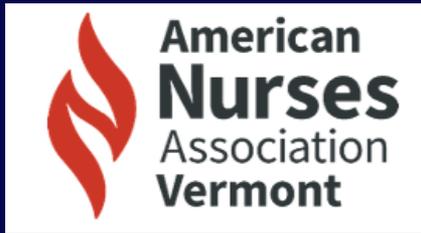
- Stay muted when not speaking
- Use chat or raise hand for questions/comments
- Session is being recorded
- Slides/resources will be shared

# Vermont Nursing Community

American Nurses Association – Vermont (ANA)

Vermont Emergency Nurses Association (ENA)

Vermont Nurse Practitioner Association (VNPA)



Advocacy Platforms and Priorities: top 3 = Workplace Violence

Individual organization advocacy efforts

Experience

# The Reality of Clinical Environments

- Vermont leads the nation in time away from work due to WPV
  - 7.8 per 10,000 workers
- National Nursing turnover
  - 15-36% related to WPV
  - Costs ~ \$88K per nurse
- Hospitals spend \$847 billion annually on WPV.
- Healthcare and social service employees experience the **highest rate** of workplace violence. Statistically **5 times more** likely to be assaulted than any other occupation.
- **Every hour, 3** health care providers are assaulted



# Intentions of Impact

- Support healthy and safe work environments
- Improved recruitment and retention
  - Rights to safety
  - Employee support
- Financial Stability
  - Cost to train a nurse
  - Cost to cover open FTEs needed to provide quality care
- Preserved Quality of Care for all patients
  - Workplace violence is detrimental to nurse / patient's relationships which negatively affects all patient care.
  - Lack of adequate staff is directly correlated to increase errors and elevated mortality rates

# Implementation

- Meet with Legislative Committees
- Write proposed bill
- Sponsor, introduce, and support bill
  - Mari Cordes
  - VAHHS
- Advocate and testify
  - House / Senate / Floor
- Governor's Approval
- DEVELOP TOOLKIT

# Purpose of the Toolkit

- Support compliance with Act 9
  - Consistent implementation of best practice
- Improve workplace safety in every hospital department
  - Increase equity in workplace protection
- Guide hospital Security Plan Development Teams
- Strengthen systems for managing aggressive behaviors
  - Establish consistent response to workplace violence victims

legislature.vermont.gov

## H.259 (Act 9)

An act relating to preventing workplace violence in hospitals

### Sponsor(s)

Rep. Mari Cordes

### Last Recorded Action

Senate 4/30/2025 - House message:  
Governor approved bill on **April 29, 2025**

# Key Requirements Under Act 9

Security Plan Development Team

Security Risk Assessment

Security Plan Requirements

ID Badge Requirement

Annual Review, Revision, and Distribution

Staffing

Training

Public Notice

Law Enforcement Guidelines

Incident Reporting System & Related Policies

# There is an ocean of toolkits.

Workplace Violence Prevention Communications Toolkit (CO)

Framework for Standardized Data Collection of Workplace Violence Incidents in Health Care (IHI)

Law Enforcement Presence in the Emergency Department (ACEP)

Hospital and Law Enforcement Guide to Health Care Related Disclosure (WA)

Creating Safer Workplaces: A Guide to Mitigating Violence in Healthcare Settings (AHA)

Components of Comprehensive Workplace Violence Prevention Program (OSHA)

Toolkit for Mitigating Violence in the Workplace (AONL & ENA)

Workplace Violence Program Survey & Act 24 Report (VPQHC)

Workplace Violence Toolkit (ASHRM)

Framework Guidelines for Addressing Violence in the Health Sector (IAHSS)

Hospital workPLACE Violence Prevention Toolkit (VA)

Workplace Violence Prevention Program (Joint Commission)

# TOOLKIT

# Preventing Workplace Violence

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**A Toolkit for Vermont Hospitals**

December 2025

Vermont Program for Quality in Health Care

**VPQHC**  
Vermont Program for Quality in Health Care, Inc.

# TOOLKIT

## Act 9 Requirements

## Tools

Security Plan Development Team

Security Risk Assessment

Security Plan

Staffing Requirements

Act 9 of 2025 as Enacted

Act 9 Compliance Assessment

Security Plan Development Team

Security Risk Assessment

Sample Letter for Public Records Request

Security Plan Assessment

# TOOLKIT

## Act 9 Requirements

## Tools



# SELF-ASSESSMENT

## Preventing Workplace Violence



### Tool 2. Act 9 Compliance Assessment

This assessment tool is designed to capture the minimum requirements of Act 9 of 2025. Other assessment tools in this toolkit are available to support a robust workplace violence prevention program based on best practice.

Disclaimer: This assessment tool is intended to help hospitals self-assess their compliance with Act 9 of 2025. Hospitals are encouraged to perform their own legal counsel review.

#### Security Plan Development Team

Question	Yes	No	In Process	Notes & Action Items
Has the organization established a team for the purpose of providing advice during the development of the security plan?				
Do individuals from the following groups serve on the organization's security plan development team:				
Health care employees providing direct patient care at the hospital?				
Representatives from the designated agency serving the region where the hospital is located?				
Representatives of relevant law enforcement agencies?				

# SELF-ASSESSMENT

7. Do individuals from the following groups serve on your organization's security plan development team?

	Yes	No	In Process
Health care employees providing direct patient care at the hospital.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notes & Action Items:	<input type="text"/>		
Representatives from the designated agency serving the region where the hospital is located.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notes & Action Items:	<input type="text"/>		
Representatives of relevant law enforcement agencies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notes & Action Items:	<input type="text"/>		

# SECURITY RISK ASSESSMENT

## Preventing Workplace Violence



### Tool 4. Security Risk Assessment

Disclaimer: This assessment tool is intended to help hospitals comply with Act 9 of 2025; it does not meet all Joint Commission requirements.

#### General Information

##### Patient Volume

In the past year, what was the volume of inpatient admissions to the hospital?	
What was the volume of inpatient admissions to the hospital from the Emergency Department?	
What was the volume of Emergency Department visits, total?	

##### Crime Rates

In the past year, how many calls for service for police support occurred for incidents involving healthcare workers?	
What percentage of those are threats of violence or verbal assaults on employees?	
What percentage of those are physical assaults on employees?	
What additional types of calls for service were responded to?	
In the past year, how many charges were filed for incidents involving healthcare workers?	
In general, what type(s) of charges were filed for incidents involving healthcare workers?	

# WPVP POSTER

**RESPECT  
KEEPS  
EVERYONE  
SAFE**



**THIS HOSPITAL IS A PLACE OF CARE,  
HEALING, AND SAFETY—FOR EVERYONE.**

**We do not tolerate:**

- Threatening language
- Aggressive behavior
- Violence of any kind

**Please know: Assaulting a hospital employee is a serious crime and may result in legal consequences.**

If you're feeling overwhelmed, we're here to help.

Let's work together to keep this a safe space.

# WHAT-HOW-WHEN to Report

## Preventing Workplace Violence



### Tool 11. Workplace Violence: What, How, and When to Report

Reporting Entity	What to Report	Examples	When to Report	References
Hospital Incident Reporting System	Actual incident of violence (physical assaults, use of weapons, intentional exposure to bodily fluids); credible threat of violence (verbal intimidation); harassment or intimidation linked to violence; or near miss or safety risk (e.g., patient tried to strike an employee but was restrained)	Assault near miss threat	Immediately	33 VSA § 8201 Act 9 (H.259, 2025)
Law Enforcement	Criminal events (disorderly conduct for engaging in fighting or in violent, tumultuous, or threatening behavior, including verbal violence; sexual assault; physical assault causing injury/death; bodily fluid exposure)	Threatening spitting hitting	Immediately	13 VSA § 1023 13 VSA § 1026 13 VSA § 1028 13 VSA § 1702

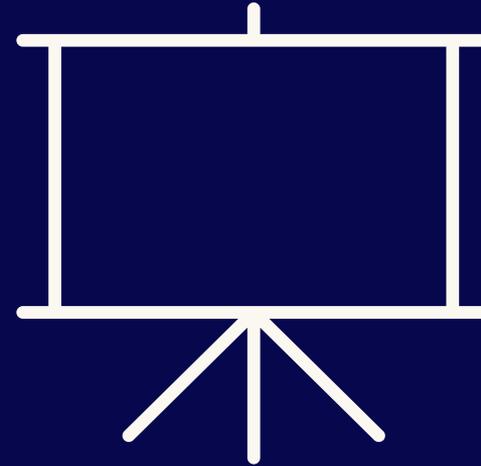
# What's Next

## Preventing Workplace Violence

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# Stay Connected

VPQHC • Presenters • VAHHS

Thank you  
*for the work you do every day!*