

Responding to Workplace Violence in Healthcare  
Instructor Information

A. Simulations at-a-glance:

- **Initial Simulation** involves a visitor who is angry after learning of their spouse's death. This visitor is actively looking for the doctor they blame and become very aggressive and threatening. The visitor is armed.
- **The Huddle** involves a former co-worker who seeks the manager who fired them and holds the students hostage.
- **Scenario #1** involves a patient who becomes aggressive and uses a piece of medical equipment as a weapon.
- **Scenario #2** involves a visitor who learned their spouse has a terminal illness. The visitor is clearly angry, leaves the area, and returns with a weapon.
- **Scenario #3** involves a visitor who is angry after learning of their spouse's death. This visitor is actively looking for the doctor they blame and become very aggressive and threatening. The visitor is armed. (Mimics the Initial Simulation).

B. Students play the following roles:

- Patients
- Visitors
- Receptionist
- Clinical staff

C. Instructors play the following roles:

- **Aggressor:** A visitor who is angry after learning of their spouse's death. This visitor is actively looking for the doctor they blame and become very aggressive and threatening.
  - Violent Visitor
  - Violent Patient
  - Violent Former Co-worker
- **Manager:** The nurse who interacts with the aggressor, actually in a dangerous way, resulting in an escalation in violence. This allows *time* for the students to react to the situation. [Manager also provides the needed observation of students for signs of trauma].
- **Operator:** The operator who fields any phone calls for help.
- **Responder:** The responder who enters appropriately based on operator provided details gained from any student calls.

**NOTE:** Simulations require four (4) instructors. If there are only three (3) instructors, there would be no responding officer actor.

D. Tools of Engagement:

- Individual
  - General defense: Hammer Strike
  - Wrist Grab: Snake and the Vine
  - Hair Pull: Be a Ballerina
  - Front Choke: Major League Pitcher
  - Rear Choke: Squash the Bug
- Group
  - Armed Aggressor: The Swarm
    - The Swarm Stages:
      - Distraction
      - Controlling the arms
      - Dropping weight to ground
      - Controlling the legs and head
      - Controlling the weapon