



Violence, Effective Strategies & Success Stories

Workplace Safety Track



ACRISURE[®]

RISK RESOURCES

Meet Your Consultant



Brad Hunt | Acrisure Risk Advisor



- ❖ **Acrisure Partner**, July 2022
- ❖ **Healthcare Center of Excellence**, August 2022
- ❖ **Founding Member, Risk Resources**, February 2023
- ❖ **Director of Risk Resources, Midwest**, July 2024
- ❖ **Ohio Society of Healthcare Risk Managers**, February 2025
- ❖ **Ohio Hospital Association**, *William C. Kelley Safety Leadership Award*, August 2014

For 28 years Brad has supported insurance professionals and clients by reducing the total cost of insurance with proven risk resources consulting practices. As a P&C agent and Managing General Agent, Brad brings a wholistic perspective to help Acrisure Client Advisors differentiate using Acrisure Risk Resources and Industry Centers of Excellence. He specializes in workers' compensation cost containment, regulatory compliance, risk-tech solutions, improved business operations, and calculating potential savings from his recommendations.

In 2007, Brad completed an MBA at *Baldwin-Wallace University* where his thesis focused on benchmarking of workers' compensation performance data and sophisticated analysis to convince organizations to make the investment in workplace safety. Using Acrisure's advanced technologies such as our Artificial Intelligence system **Auris**, he can identify improvement opportunities, calculate the potential savings, then drive the initiatives to ensure performance. Then, your Acrisure Client Advisor can leverage your program to lower the overall cost of risk for your organization.

Brad has held multiple leadership positions for Workers' Compensation Third Party Administrators and created several consulting firms within the industry from conception to serving thousands of clients, driving millions in savings.

OSHA, DOT, EPA, and other regulatory compliance areas are tied to insurance performance. For example, Brad ensures OSHA compliance is integrated into your workers' compensation program and regularly handles OSHA inspections and Informal Conferences for Acrisure clients.





As Advertised

Agenda

- Regulatory Update, HB 452
- What's Working?
- What's Not Working?
- Mental Health Focus
- Resources Needed
- What's Next?

Session Outcomes

Participants will..

- ✓ *be instructed how to benchmark performance and practices*
- ✓ *observable peer-verified solutions generating results, quantified*
- ✓ *leave with an idea to affect the risk*

Thank you, OHA Selection Committee, Board, Fellow Speakers, Event Support Staff, Sponsors, Volunteers & OHA Staff!



Ohio House Bill 452

Overview: Recently enacted by the Governor of Ohio in January 2025, mandates significant new requirements for hospitals to prevent work place violence. This legislation aims to enhance the safety and security of both hospital employees and patients through comprehensive prevention, training, and reporting measures.

Key Provisions

1. **Workplace Violence Prevention Program:**
 - Hospitals must develop, implement, and maintain a written workplace violence prevention program.
 - The program must be tailored to the specific needs of the hospital and include proactive measures to prevent and manage violent incidents.
2. **Training and Education:**
 - Mandatory annual training for all hospital employees, including de-escalation techniques, appropriate physical restraint methods, and trauma-informed care practices.
 - Specific training for high-risk departments such as emergency and psychiatric units.
3. **Security Plans:**
 - Development of detailed security plans addressing high-risk areas within the hospital.
 - Plans must include protocols for security personnel, incident response, and coordination with local law enforcement.
4. **Incident Reporting:**
 - Hospitals must establish a system for the prompt reporting and documentation of all incidents of workplace violence.
 - Regular analysis and review of incidents to identify patterns and areas for improvement.
5. **Annual Review and Updates:**
 - The workplace violence prevention program and security plans must be reviewed and updated annually to ensure ongoing effectiveness and compliance with the law.



Posting, Allowed Per Ohio HB 452

"WE WILL NOT TOLERATE any form of threatening or aggressive behavior toward our staff. Assaults against our staff are serious violations and could result in consequences, including a felony conviction. All staff have the right to carry out their work without fearing for their safety."

- ❖ The notice may be posted in print or a digital sign format.
- ❖ Posting it in a conspicuous location in all the following areas:
 - ✓ Major waiting room areas, including the waiting room areas of the emergency department
 - ✓ The labor and delivery department
 - ✓ The surgical department or unit
 - ✓ the intensive care unit
 - ✓ The main entrance to the hospital
 - ✓ Any other area that the hospital determines to be appropriate.



Tort Liability Protection - Self-Defense, per HB452

"No person is liable in a tort action for injury, death, or loss to person or property allegedly caused by the person's act of self-defense or defense of another when performed during the commission, or imminent commission, of an offense of violence to protect the members or guests, including the person's self, **of a nonprofit corporation** against the commission, or imminent commission, of that offense of violence, unless the person's act constitutes willful or wanton misconduct.."

There is a presumption that a person who approaches or enters a nonprofit corporation's premises or event with intent to commit an offense of violence is liable for any injury, death, or loss to person or property resulting from an act of self-defense or defense of another against that person.



What's Working?

To address strategies for reducing and controlling healthcare worker injuries, including those related to violent and aggressive behavior, we are deploying strategies such as:

- **Enhanced Training Programs:** Implement comprehensive training programs focusing on de-escalation techniques, conflict resolution, and self-defense strategies tailored to the specific risks faced by healthcare workers. These programs should include both initial training and ongoing refreshers to reinforce best practices.
- **Early Intervention and Reporting:** Establish clear protocols for reporting incidents of verbal or physical aggression, ensuring that staff feel safe and supported in reporting such events. Implement early intervention strategies, such as behavioral health consultations and risk assessments, to identify and address potential triggers for violence.
- **Environmental Modifications:** Conduct thorough assessments of the physical environment to identify and mitigate potential safety hazards. This may include improving lighting, installing security cameras, implementing controlled access points, and optimizing layout to reduce blind spots.
- **Collaboration with Law Enforcement:** Develop strong relationships with local law enforcement agencies to ensure timely and effective response to incidents of violence or aggression. Consider conducting joint training exercises to prepare staff and law enforcement for potential scenarios.
- **Post-Incident Support:** Provide comprehensive support services to employees who have experienced workplace violence, including counseling, peer support groups, and access to employee assistance programs (EAPs). Implement a formal post-incident review process to identify lessons learned and prevent future occurrences.



What's Working?(cont.)

Additional Strategies for Consideration

- **Focus on Specific Midwest Trends:** Research and incorporate specific data or trends related to healthcare worker injuries and workers' compensation costs in the Midwest.
- **Quantify Potential Savings:** Use “Risk Opportunities” approach, quantify success across the cost of risk.
- **Understanding the Risk Impact of Staffing Shortages:** Acknowledge the challenges posed by staffing shortages in the healthcare industry and how it plays out into increased risk probability.
- **Emphasize a Culture of Support:** Organizations are increasingly interested in new ideas that prioritize a culture of support and belonging. New staff encounter tenured staff, struggling to trust one another.
- **Technology Solutions:** Explore the use of technology solutions, such as wearable panic buttons or real-time location systems, to enhance worker safety and facilitate rapid response in the event of an emergency.
- **Data-Driven Insights:** Leverage data analytics to identify patterns and trends in violent incidents, allowing for targeted interventions and resource allocation.



The New Approach

Define It. Talk About It.

Any act or threat of physical violence, harassment, intimidation, or other disruptive behavior that occurs at the worksite. It can range from threats and verbal abuse to physical assaults and even homicide. Different organizations and agencies provide their own definitions of workplace violence.

Historical Barriers To Hazard Assessment

Our research let's us know healthcare professionals often do not report such incidents because:

- ❖ The process is not known or difficult
- ❖ Employee does not want to be a problem or standout
- ❖ Confidence is lacking regarding what will be done after the report, including being blamed
- ❖ Lack of understanding legal rights and clear guides for responding

As a result, a vast majority of such incidents may go unreported. So, how do you perform a comprehensive Hazard Assessment?



The New Approach

Tackling the Hazard Assessment, Clinical Focus

❖ The following solutions are being deployed.

In-Service Meeting Series

Our training program focuses on understanding different types and causes of aggression, identifying risk factors and triggers, and implementing effective prevention strategies. We also emphasize the importance of Esther's Law, which protects resident rights to dignity and privacy in relation to aggressive behavior and violence. A code of ethics is in place to promote a calm and healing environment. Our comprehensive training program includes risk assessment, role-specific training, communication and reporting protocols, and interactive drills.

Regular Staff Surveys

To gather information about staff experiences with aggressive behavior or violence, Welcome Nursing Home conducts regular surveys. These surveys provide insights into the specific challenges and risks faced by staff, helping tailor the training program and develop effective prevention strategies. The comprehensive training program includes understanding aggression, identifying risk factors, and implementing prevention strategies. Compliance with Esther's Law is ensured to protect resident rights. A code of ethics promotes a calm environment, and risk assessment, role-specific training, communication protocols, and interactive drills are included in the program.

Video Artificial Intelligence, CompScience

CompScience Video Artificial Intelligence can be used by Welcome Nursing Home to leverage safety and meet the criteria for performing a historical hazard assessment of past events. This technology can analyze video footage and identify potential hazards or risky situations that occurred in the facility. By reviewing past events, the AI can help identify patterns, trends, and areas of concern that may have contributed to aggressive behavior or violence. This information can then be used to improve safety protocols, implement preventive measures, and enhance staff training to mitigate future risks.

The New Approach



SECURE ENVIRONMENT
CONSULTANTS



Jason Russell | President & Founder SEC; Security & Workplace Violence National Consultant

A former Secret Service agent, Jason Russell brings White House-level security expertise to every one of our clients. Since SEC's inception in 2013, Jason has provided hundreds of security assessments to schools, businesses and organizations across the United States, and in several other countries – and has been called in to assist during crisis situations, including mass shootings and security threats. He has worked with the Michigan Legislature to bring forward critical funding for site assessments at K-12 schools throughout the state and serves on Michigan's School Safety and Mental Health Commission. He also is a frequent keynote speaker at conferences across the country on topics such as emergency preparedness, active shooter response and safety and security procedures. Before joining the Secret Service, Jason served as an officer with the Lansing (Michigan) Police Department. The mass shooting at Sandy Hook Elementary School that left 26 people dead – mostly children younger than 7 – and questions about his own children's safety at school inspired Jason to start Secure Education Consultants.



Security Focus | Secure Environment Consultants

In today's unpredictable threat landscape, it is paramount for organizations to consider implementing additional security measures to mitigate workplace violence threats and ensure the safety of employees and residents. Acrisure has established a strategic relationship with Secure Environment Consultants (SEC), a team of former Secret Service, FBI, Navy SEAL, Homeland Security, and high-ranking law enforcement professionals. SEC provides comprehensive security assessments to organizations across the country, empowering protection and keeping people safe. By leveraging SEC's expertise, organizations can proactively address potential vulnerabilities and foster a secure environment, thereby safeguarding their most valuable asset—their people.

How Can SEC Help?

Security Risk Assessments to Identify Gaps and Solutions

Expert Consulting and Assistance in Policy Language and Development

Customized Training for Staff & Leadership (Live, Virtual or On-Demand)

Anonymous Reporting Line & Compliance Monitoring

Ongoing Support & Assistance with Policy Roll-Out, Training and Incident Response



Security Focus | Security Risk Assessment

SEC will provide you with a security Risk Assessment. A risk assessment is a comprehensive examination of all aspects of safety and security. This includes a detailed analysis of processes, procedures, training, equipment, technology and physical security. An SEC consultant will visit your organization and evaluate vulnerabilities associated with physical security and emergency preparedness. Assessments can be conducted virtually, to minimize travel cost.

Customized Solutions & Expert Knowledge.

At SEC, we understand each client has unique threats, needs, resources and budgets available. Trust our team of experts to provide you with a turn-key solution that supports all requirements or for services that are specific to your needs. Being outside of your organization, SEC provides an unbiased, objective assessment of your security posture. Our consultants bring specialized knowledge across various industries and environments, allowing us to recognize potential threats and allowing your internal resources to focus on core business activities.

“SEC brought in-depth expertise and provided us with an objective, thorough evaluation of our current security measures. Their approach was both detailed and practical.”




JILL D. HERRON, NHA, STNA
President & Treasurer, Wessell Generations, Inc.
President & Treasurer, WGI Properties, LLC
Administrator



Security Focus | SEC Service Offerings

SEC is here to be your trusted partner and provide you with comprehensive security solutions that blend seamlessly with your budget, culture and operations.

	Service Plan A Onsite	Service Plan B Virtual	Service Plan C Virtual
Security Risk Assessment	✓	✓	✓
Written Findings Report	✓	✓	✓
Workplace Violence Plan Template	✓	✓	✓
eSEC Online Training Platform for all Staff: Workplace Violence Prevention	✓	✓	✓
4 Hours of Virtual, Customized Training Services	✓	✓	
Incident Log Template	✓	✓	
Annual Review & Consultation with SEC	✓	✓	
Anonymous Reporting Line & Monitoring	✓	✓	
(8) Hours of Onsite, Customized Training Services (up to 2 visits)	✓		
eSEC Online Training Platform: De-Escalation Training & Crisis Communications	✓		
(4) Hours of Virtual Consulting with SEC Throughout the Year	✓		



Training, Clinical Focus | Address the prevention, recognition, and response to aggressive incidents. This plan includes training for all staff members to ensure they are equipped to handle such situations, to the best of our ability.

❖ Archetypes

- *Some of the more common incidents in healthcare involve the following “archetypes”.*
- *According to Merriam-Webster, an archetype is a person or thing that is considered a perfect example or the original model for all things of the same type.*
- *In our case, we will train on the following archetypes that are known to exhibit behaviors that meet our definition of workplace violence or aggression that could indicate the potential for violence.*
- *Additional archetypes are coming to light via the Hazard Assessment and will be trained upon in upcoming series.*

Roarer – The Bull

Anger is often referred to as a ‘secondary emotion,’ as it often masks or covers up other, more vulnerable emotions that are harder to express, such as sadness or unaddressed emotions. Knowing the Law can facilitate solutions to resolving incidents in the moment when a sad caregiver goes to anger, disrupting the privacy of those we care for and healing.

Run! – The Berserker

Mental health challenges can result in residents, family members, caregivers, and the best among us to the point of losing control and becoming a danger to themselves and anyone in their path. You can see in their body, eyes, walk and energy they are going to attack, and, in the moment, you are in a survival situation and need to have muscle memory, a plan, and desire to respond.



Organizer – The Planner

They use lists, repetitive confirmation to be heard, and details, making multiple inquiries in a short amount of time and may even ask the same question of different staff to relieve suspicions. They love by staying ahead of the foreseeable problem. A family asset but they have limits and when the plan inevitably shows a crack, they may have trouble regulating.

The Out-of-Towners

Helping loved ones or those we are responsible to care for from afar is difficult. With lack of personal comforts and a deadline to get back to a job, kids, and the pressures we all know, they can be assertive to the point of monopolizing staff time and impacting the care of others or setting a tone of general agitation for facility, staff, and their family or network.



Jill Herron

Welcome Nursing Home
Owner & Administrator

[Jill Herron_Welcome Nursing Home.mp4](#)



WHAT CONCERNS YOU REGARDING
VIOLENT OR AGGRESSIVE BEHAVIOR AS
A SNF OWNER AND ADMINISTRATOR?

WHAT HAVE YOU LEARNED FROM
ACRISURE RISK RESOURCES' AND
SECURE ENVIRONMENT CONSULTANTS' EXPERTS?

GOING FORWARD, WHAT CHALLENGES DO YOU THINK
THE "INDUSTRY" (SNF, AL, HOME, HOSP..) FACE WHEN
ADDRESSING AGGRESSIVE & VIOLENT BEHAVIOR?



What's Next?

Next-Generation Risk Control



CompScience

Intelligent Safety Platform

Risk Assessment and Real-time Solutions for Healthcare

Our vision for safety:

prevent injuries, save lives and lower costs.

CompScience is the first company to combine safety analytics and expert recommendations into a workers' comp insurance policy that saves lives and reduces costs. The Intelligent Safety Platform is also available directly.

Our software analyzes each frame of your video footage to identify opportunities to improve safety protocols. So before the pallets fall off the forklift and before people get a repetitive stress injury, you can prevent the risks that lead to injuries.

No new hardware to install and maintain.

No new software to administer.

Just upload video and get insights, action plans, lower injury rates and save on your insurance.



Mental Health Focus (cont.)

Life Skills Support

- ❖ Home economics, early pay
- ❖ Future planning
- ❖ Education partners
- ❖ Use of benefits
- ❖ Childcare
- ❖ Domestic risk support
- ❖ Upward mobility path, peer support
- ❖ Transportation solutions



We care about the **whole** employee!
Worker Safety = Patient Safety

We reduce workplace risks and injuries with the most advanced Intelligent Safety Platform.

With data for 40% of all injury claims in the United States, CompScience delivers proprietary benchmarks to clients and reports on potential risk before clients experience accidents and incur costs.



How It Works



1 Share existing video footage from your facility or get a remote inspection



2 Apply artificial intelligence to detect hazards and use data science to generate insights



3 Use the risk report and recommendations to lower risks in the workplace

The Benefits

Reduce Claims

23%

According to a Swiss Re actuarial analysis of the risks CompScience detects in workplace video.

Lower Risk

66%

Average reduction in environmental & behavioral hazards across all loss categories.

Lower TCOR

20%

Total Cost of Risk includes premiums, safety budgets, lost time and other related expenses.

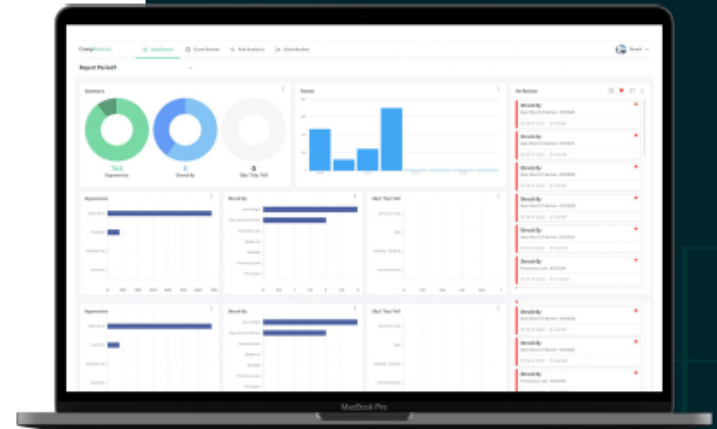
Reduce Injuries

50%

Reduction in injury rates as a result of risk reports generated by CompScience.

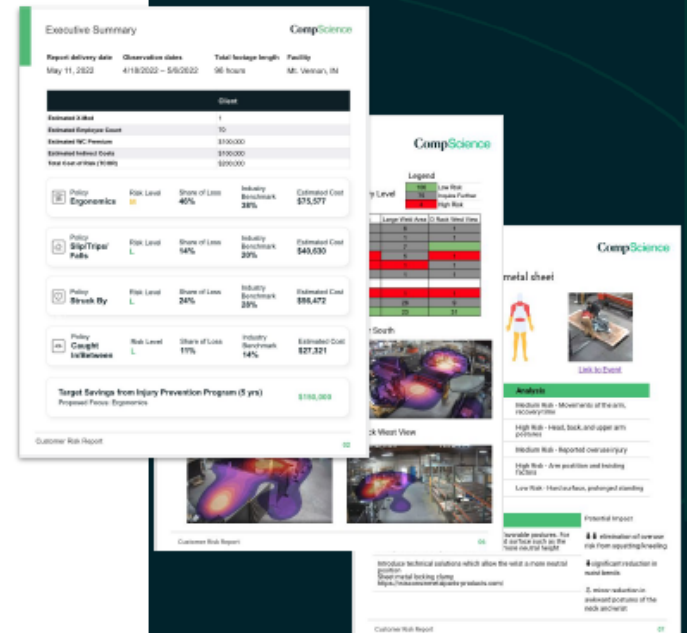
- Prevent injuries by tracking trends
- Rapidly audit hundreds of hours of CCTV video for non-compliance and safety hazards
- Engage colleagues during safety talks with compelling video examples
- Streamline root cause analysis

Example Dashboard



- Identify successes and opportunities with industry benchmarking
- Diagnose areas of concern with risk heat maps
- Track improvements from interventions and initiatives
- Generate ideas to implement MSD improvements with expert ergonomic analysis and recommendations

Example Risk Report





What's Not Working?

Common obstacles healthcare providers face: **broadly**

- Not adopting the north star: **worker safety = patient safety**
- Not marketing safety achievement to attract better labor and more patients
 - **Not utilizing benchmarking:** peer or facility-level comparisons
 - **Not quantifying risk opportunities:** achievable cost reductions identified using benchmarking, insurance vehicles, performance, and business strategy
 - **Not capturing risk opportunities:** verifying that initiatives and improvements achieve the risk opportunity projected in dollars, improved quality, staff retention, etc.
- Adoption of technology is slow, lacking infrastructure and effective rollout strategy
 - **Binders cannot be used to predict risk:** paper processes, searching for data, too many systems, and wasting data that could provide insights, impacts our north star.
- Reacting to regulators or potential regulation, if the risk exists manage it into a **risk opportunity**.
- Using only “lagging” measures (outcomes) rather than **“leading” measures** (practices).



What's Not Working? (cont.)



Common obstacles healthcare providers face: **aggression & violence**

- Sincerely understanding the breath and depth of the risk, from the perspective of the front-line staff
- Lacking a known definition of violent and aggressive behavior to begin the conversation
- Lack of training regarding rights of healthcare workers and how to act, in the moment
- De-escalation alone is not a comprehensive violence and aggression program
- Defensive skills training without a comprehensive program creates confusion, more risk
- Allocation of the time and resources to put it all together; think **risk opportunity** instead
- Access to mental health must be easier, faster, and destigmatized; **I go. Do you? It's normal.**



What's Not Working? (cont.)



Common obstacles healthcare providers face: **people**

- Challenges welcoming new talent; helping tenured talent avoid misjudging based on the last disappointment
- A fall in the pride of healthcare work. it's not just a job; it's a lifestyle projected in the community and family
- Not facilitating peer-to-peer connections within operations
- Missing the opportunity to clarify a career path within the organization as well as the profession
- Enabling talent with life skills, fringe benefits, and support for their personal challenges
- Lack of focus on succession planning for key functions, managers, tenured staff
- Not taking an “undercover boss” approach to live a day-in-the-life of those serving



Mental Health Focus

Post-assault support

- ❖ Evaluate your benefit programs and community assistance programs
- ❖ Communicate in-network resources
- ❖ Encourage use, fight the stigma
- ❖ Bring in partners from insurance programs
- ❖ Peer support groups, victims only
- ❖ Legal support, if prosecution is necessary
- ❖ Vendors specially trained on this topic



Be Safe! B. Hunt Q&A