

Decoding the Workplace Violence Matrix: Connecting the Dots Beyond Incident Reports

SPEAKERS

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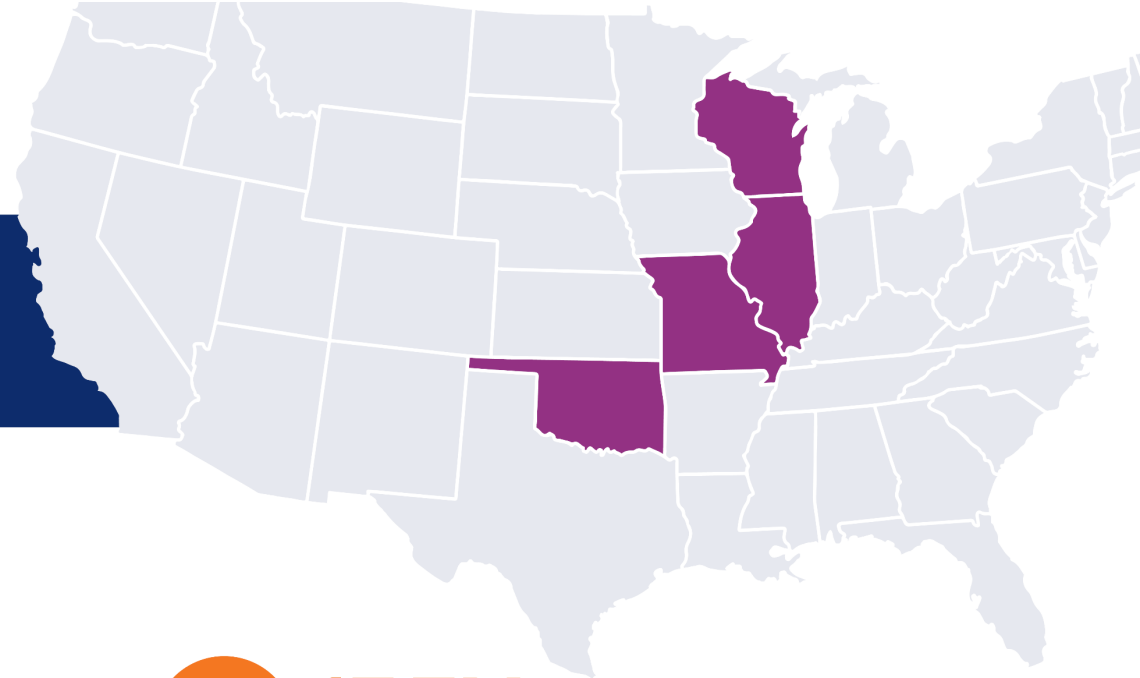
System Director Employee Safety & Wellbeing | SSM Health

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Application Manager Risk Management Information Systems | SSM Health

System Overview

\$11.4B not-for-profit
Catholic health system¹




 **\$406M**
in community benefit²

 **23** hospitals

 **40,000**
team members

 **9** post-acute
facilities

 **17.7M** members across
50 states – Navitus PBM

 **15,000**
physicians/providers

 **19** managed hospitals/
affiliate relationships

 **433,000+**
covered lives – Dean Health Plan

 **490+** physician
office/outpatient sites

 **58** counties served by
SSM Health at Home

 **234,979**
virtual visits in 2024

¹2024 Revenue ²2024 Total

How would you rate the current state of workplace violence prevention in your organization?

TEST MOD

Ends in:

14^d 15^h 52^m 29^s

0%	0%	0%	0%
Excellent	Good	Fair	Poor

0 total participants | 0 votes

1 / 1



Go to pigeonhole.at

KONNECT2531

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Have you ever been...

- Verbally harassed?
- Intimidated?
- Threatened?
- Obscene phone calls or cyber communication?
- Gang violence?
- Physically assaulted?
- Threatened or attacked with a weapon?
- Property damaged?
- Robbed?
- Bomb threat?
- Stalked?
- Taken hostage or kidnapped?



Barriers to reporting

- It's **just part of the job**
- Fear of being blamed and/or retaliation
- Belief nothing will change
- Perceived lack of support from; employer, leader, organization, law enforcement
- Belief the event wasn't bad enough to warrant reporting
- Lack of agreement on what is workplace violence





Workplace Violence Defined

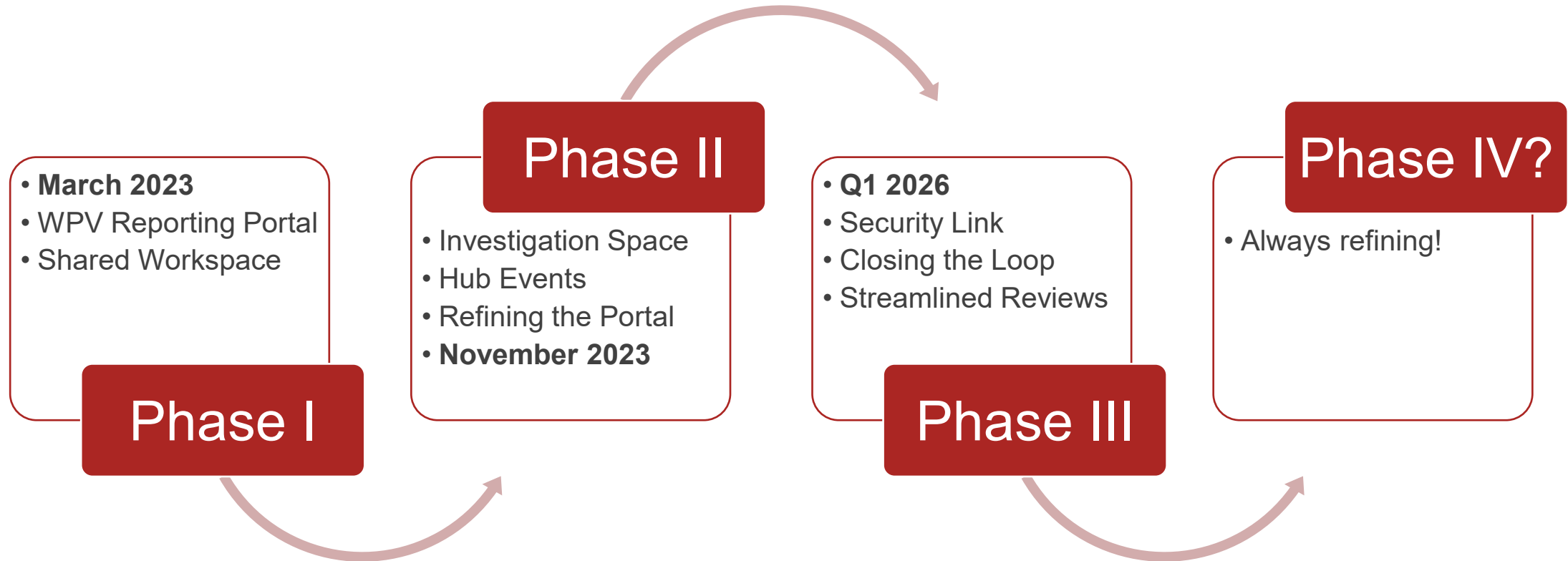
Workplace Violence: any threat or act of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs while at the work site. It can affect and involve incidents of violence or aggression between coworkers, people with no connection to the workplace, customers, patients, visitors, former staff, or an individual with personal or domestic relationships with a staff member, and may involve any of the following examples:

1. Verbal, physical, or psychological threats including bullying and cyberbullying, threats of violence posted on social media and threats to inflict bodily harm;
2. Verbal harassment including abusive or offensive language, gestures, spitting, and slander;
3. Disorderly conduct including shouting, throwing objects, pushing objects, damaging of equipment or property, punching walls, and slamming doors;
4. Threats or physical attacks with weapons or objects;
5. Intentional, or **unintentional** physical attacks and **attempts to cause physical harm** by hitting, pinching, grasping, grabbing, biting, pushing, scratching or any unwanted physical contact; and
6. Any threat or act of sexual physical contact, including sexual harassment, sexual assault, or sexual misconduct.



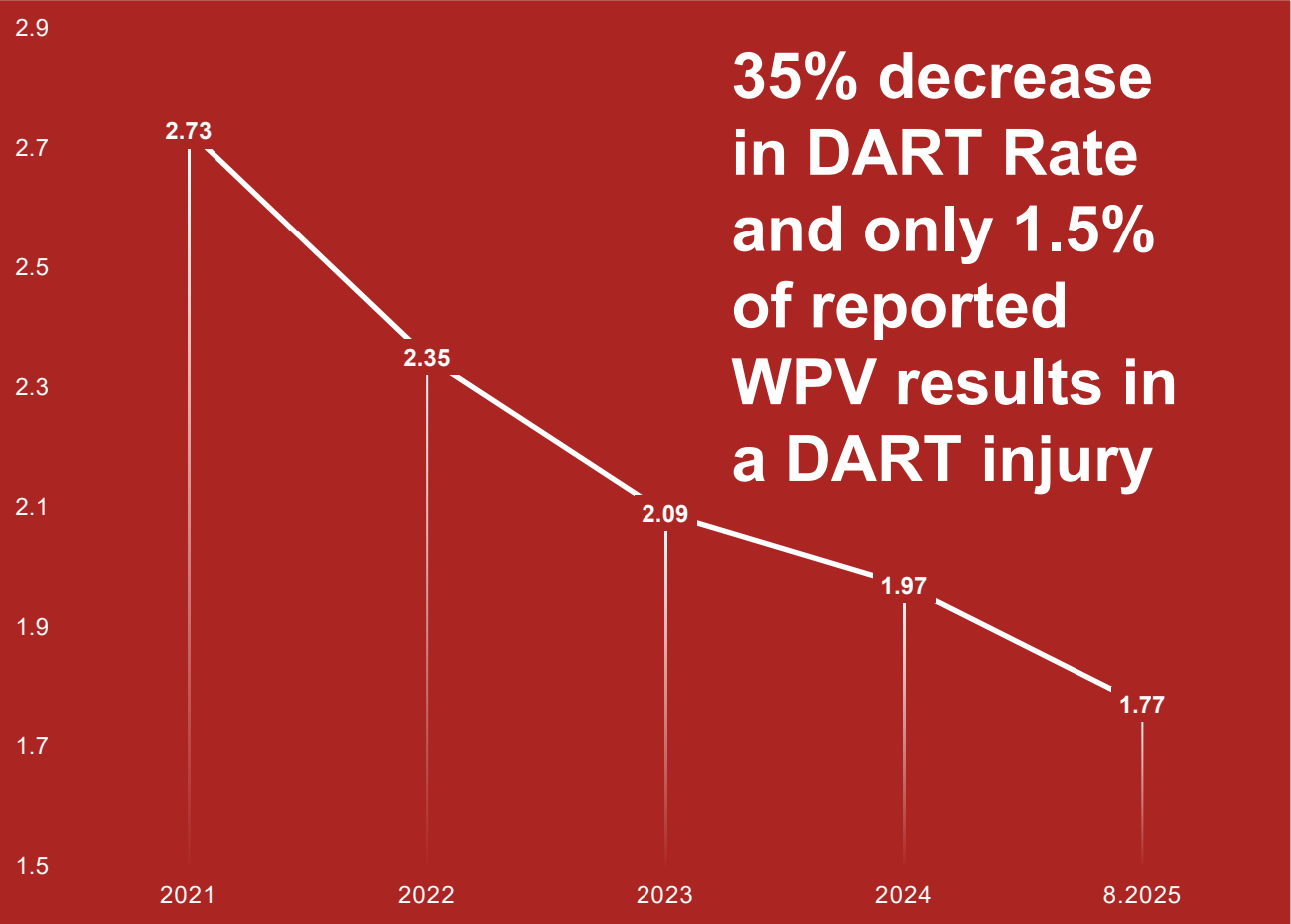


Iterative Process: A Phased Approach

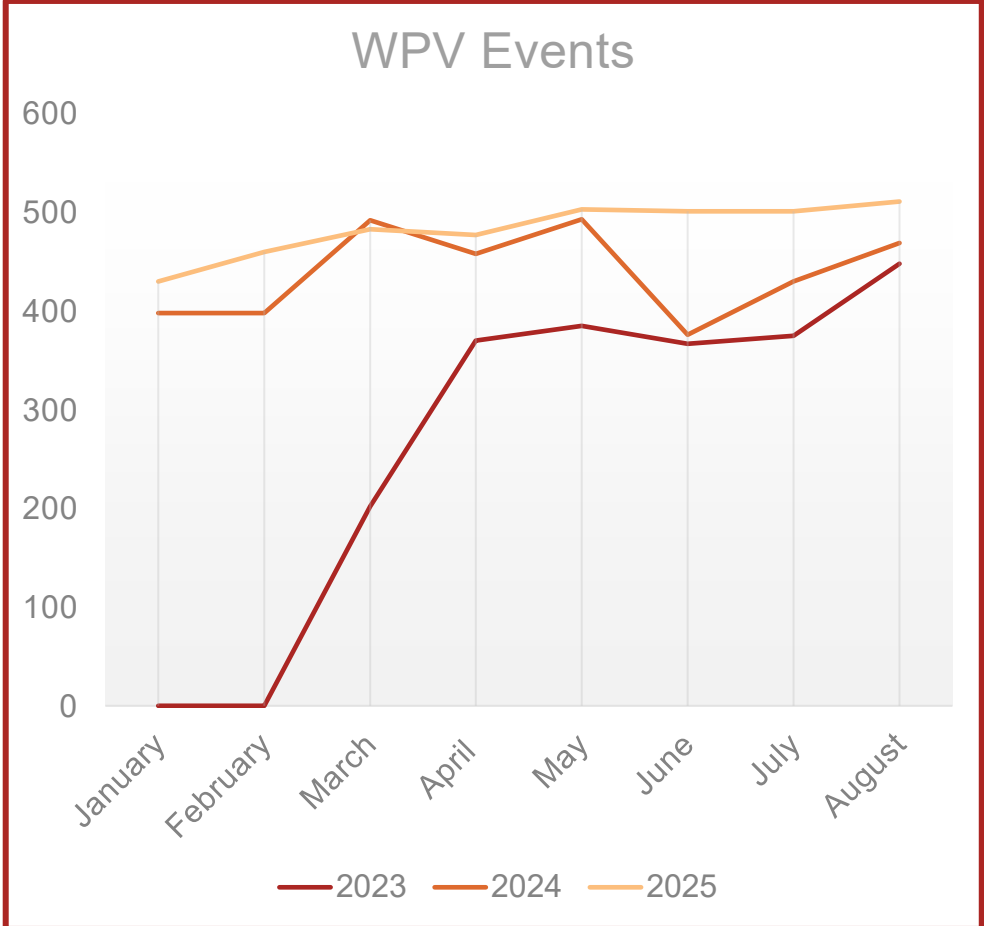




Current State DART and Reporting



OSHA Days Away, Restricted, or Transferred Rate (DART)



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Connecting the Dots with Security

CONNECTING RISKS THAT MATTER



“But it’s already in Riskonnect!”

- Risk and Security in a shared database...
- But NOT a shared record
- Events documented, but not reported





Consequences of missed event reports:

- Lack of support for security team members
- Culture: treating violent events as “just part of the job”
- Asking security to double-document
- Underreporting and missed learnings





“Do we actually think this is going to do anything?”

Connecting Reports

Link to Event Reporting

Automated Conversion!

Did a Workplace Violence Event Occur	Yes
Workplace Violence Assault Type	Physical Contact With Injury
Panic Alarm Used ⓘ	<input type="checkbox"/>
Video Evidence Exists ⓘ	Security Camera

CLICK HERE to report harm or injury:
[WPV Reporting Portal](#)





Connecting the Dots with Department Leaders

CONNECTING RISKS THAT MATTER



A Much-Reviewed Process

- Existing Infrastructure: Patient and Employee Event Reviews
- Problems with multiple reviews:
 - Double-documentation
 - Loss of trust/effort
- No specific Workplace Violence review!

Why ask for
a review?





Why do we ask for a review?

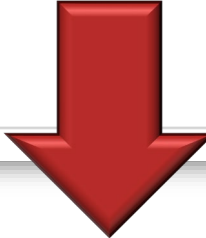
- Nudge leaders to look at and participate in debrief forms and other tools
- Get leaders thinking about prevention work
- Create opportunities to see interesting/unexpected combinations of data
- Ultimately, promote customization of care to prevent future episodes







A Focused Review

- Fewer questions
- Plain language (not field names)
- Separate reviews for injury / non injury



▼ Manager Review

Policy and Procedures Deviation Desc	
Recommended Changes For Prevention	

▼ What do we need to change or add to keep this from happening again?

Recommended Changes for Prevention	<input type="text"/>
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▼ Did we follow procedure? Describe any potential gaps from policy / procedure.

Policy and Procedures Deviation Desc	<input type="text"/>
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Learning Teams – Names Matter

- Reduce stress and risk of retraumatization
- Foster a mindset of curiosity, compassion and continuous improvement
- Small expert laden nimble teams:
 - Security
 - Behavioral Health (BH)
 - Risk Management
 - Care for Caregivers
 - Non-BH Clinical Leader





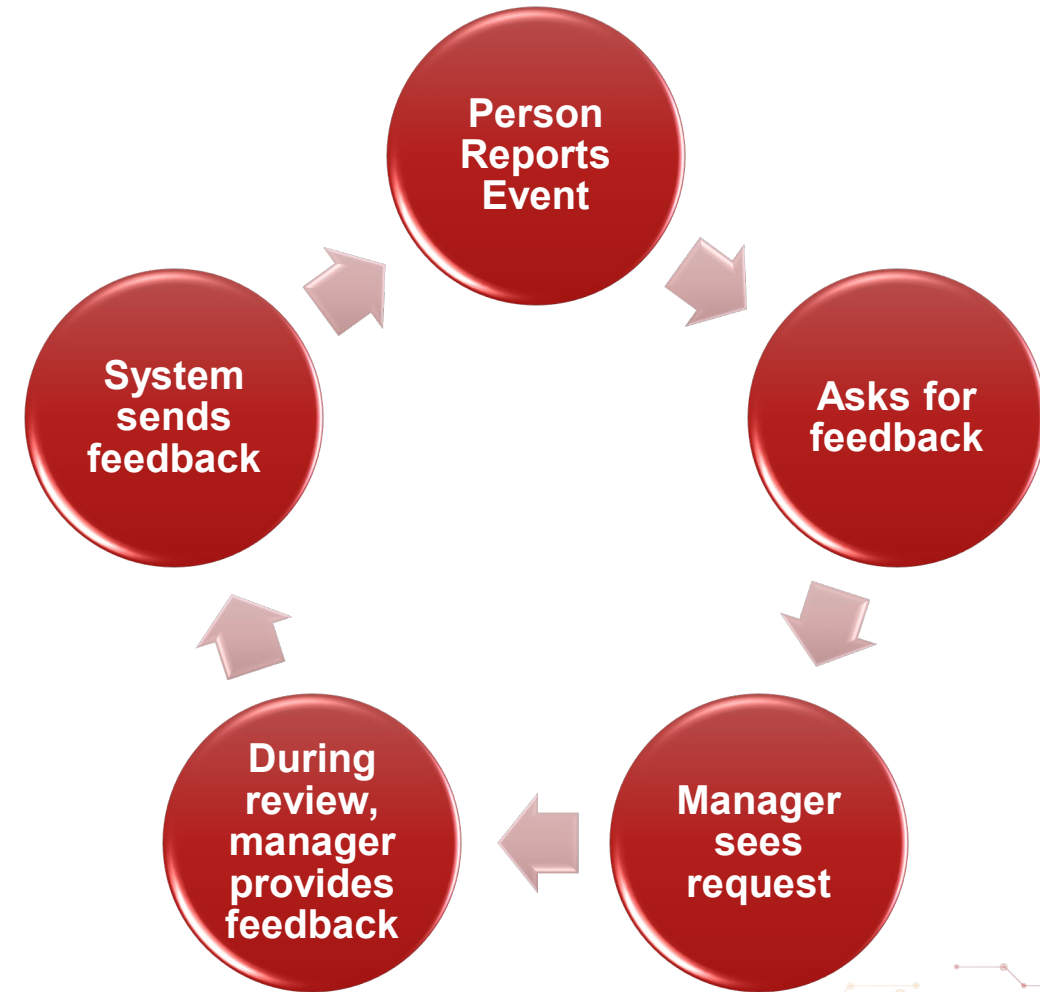
Connecting the Dots: Closing the Loop

CONNECTING RISKS THAT MATTER



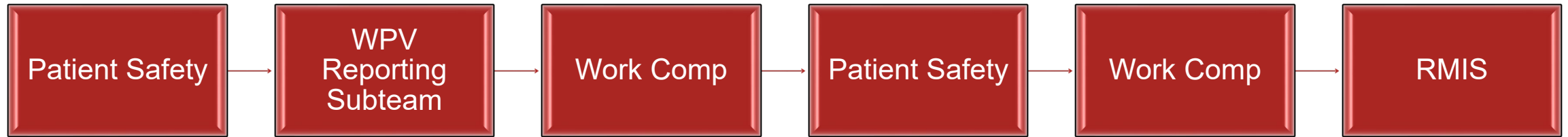
Closing the Loop: A Personalized Response

- Reporter Feedback
 - Actively check a box for feedback
 - Tells them this is possible!
 - Limits the ask for managers
 - Lets us track request vs action
 - Part of the Manager Review
 - Automatically send to reporter





EAP Information: A Successful Collaboration



Success!

Thank you for reporting the event.

SSM Health offers comprehensive well-being resources to support you in both your work and personal life, including Employee Assistance Program (EAP) resources. You may contact EAP at 1-800-356-0845 or access the information via the intranet at <https://ssmhealth.sharepoint.com/sites/Wellness/>

Your event # is: EV251377895



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No More Dodging Let's Design Safety

CONNECTING RISKS THAT MATTER

Workplace violence isn't just an incident— it's a signal



- Understanding the environments, behaviors, and systems that shape them
- “Why” vs. “Who” (learning vs. building)
- Engage your Learning Team—names matter, voices matter
- Use Riskonnect not just to report, but to reveal
- Share what you learn—because safety grows when knowledge flows

In this matrix, the red pill isn't escape—it's awareness. Let's choose to wake up, connect the risks that matter, and rewrite the code for a safer workplace.



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Questions?

CONNECTING RISKS THAT MATTER

THE MATRIX

Thank You!

CONNECTING RISKS THAT MATTER

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Connect with us.

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