



Source: HumanFit, LLC, 2017

* Program may address violence by patients and visitors; incivility/bullying by employees or both

*Step 1 - If WPV injury/incidence data is not sufficient to identify the initial need to implement a program then the tools listed in Step 6 can be used to gather more data.

**Step 8 is an ongoing process as new WPV evidence base and security related technology is made available; and some controls may take time to implement due to feasibility etc.

***Steps 8, 13-15 Development of hazard controls, processes & program implementation activities may need to occur concurrently or in a different sequence depending on facility needs and resources