

## ALIGNMENT

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# The Joint Commission Comprehensive Accreditation Manual for Hospitals (effective June 18, 2021)

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Alignment to Crisis Prevention Institute, Inc.  
(CPI®) training programs

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## Alignment to Crisis Prevention Institute, Inc. (CPI®) training programs

CPI has more than 40 years of experience providing training programs that help hospitals and health facilities create the safest environments for staff, patients, and visitors. These same programs align with the expectations outlined in the Joint Commission Comprehensive Accreditation Manual for Hospitals. The train-the-trainer model, program blueprint, and advanced program offerings combine for an effective, impactful, sustainable, and comprehensive curricula that helps you establish an effective workplace violence prevention program.

CPI provides the training needed as well as full implementation support. Staff who participate in CPI training programs gain the crisis intervention and de-escalation skills to confidently handle crises with minimal anxiety and maximum security. The training will help staff intervene more safely when behavior becomes dangerous while also maintaining the professional bond that staff have worked so hard to establish with their patients.

The following chart will assist you in identifying some of the ways CPI training programs can help hospitals and other medical facilities comply with the Joint Commission standards. It may also assist you in identifying areas that may require a review and/or revision in your facility's policies and procedures.

Environment of Care	Correlation with CPI Training Programs
<p>Elements of Performance for EC.02.01.01</p> <ul style="list-style-type: none"> <li>• The hospital conducts an annual work-site analysis related to its workplace violence program. The hospital takes actions to mitigate or resolve the workplace violence safety and security risks based upon findings from the analysis.               <ul style="list-style-type: none"> <li>o Note: A work-site analysis includes a proactive analysis of the worksite, an investigation of the hospital's workplace violence events, and an analysis of how the program's policies and procedures, training, education, and environmental design reflect best practices and conform to applicable laws and regulations.</li> </ul> </li> </ul>	<p>CPI provides support to organizations looking to review existing policies and has the expertise to provide support and consultation around the effective implementation of any workplace violence prevention plan. CPI's Policy Development Series can be instrumental in helping your organization develop and review your organization's policies and procedures. Once policies are implemented, staff should be educated regularly on the policies and procedures. These policies and procedures should be updated as needed. CPI's implementation team can assist with identifying the appropriate staff to manage this process and ensure it aligns with the Joint Commission standards.</p>
<p>Elements of Performance for EC.04.01.01</p> <ul style="list-style-type: none"> <li>• The hospital establishes a process(es) for continually monitoring, internally reporting, and investigating the following:               <ul style="list-style-type: none"> <li>o Injuries to patients or others within the hospital's facilities;</li> <li>o Occupational illnesses and staff injuries;</li> <li>o Incidents of damage to its property or the property of others;</li> <li>o Safety and security incidents involving patients, staff, or others within its facilities, including those related to workplace violence.</li> <li>o Note 1: All the incidents and issues listed above may be reported to staff in quality assessment, improvement, or other functions as well as to the designated leader of the workplace violence reduction effort. A summary of such incidents may also be shared with the person designated to coordinate safety management activities.</li> </ul> </li> </ul>	<p>CPI recommends that you document each incident of violence as part of the post-incident process. Staff should evaluate each incident through the lens of the <i>Nonviolent Crisis Intervention</i>®, 2<sup>nd</sup> Edition Training program to look for opportunities to adjust their intervention strategies at earlier levels of the crisis.</p> <p>The NCI™ 2<sup>nd</sup> Edition Training program provides a model for assessing and gathering incident data to aid staff in performing the important evaluation process.</p>

**Environment of Care****Correlation with CPI Training Programs**

- o Note 2: Review of incident reports often requires that legal processes be followed to preserve confidentiality. Opportunities to improve care, treatment, or services, or to prevent similar incidents, are not lost as a result of following the legal process.

- Based on its process(es), the hospital reports and investigates the following:
  - o Security incidents involving patients, staff, or others within its facilities, including those related to workplace violence.

## Elements of Performance for HR.01.05.03

- As part of its workplace violence prevention program, the hospital provides training, education, and resources (at time of hire, annually, and whenever changes occur regarding the workplace violence prevention program) to leadership, staff, and licensed practitioners. The hospital determines what aspects of training are appropriate for individuals based on their roles and responsibilities. The training, education, and resources address prevention, recognition, response, and reporting of workplace violence as follows:
  - o What constitutes workplace violence;
  - o Education on the roles and responsibilities of leadership, clinical staff, security personnel, and external law enforcement;
  - o Training in de-escalation, nonphysical intervention skills, physical intervention techniques, and response to emergency incidents;
  - o The reporting process for workplace violence incidents.

CPI's approach to organizational assessment—discover, diagnose, design, and deliver—is a proven method for creating and implementing effective, impactful, and most importantly, sustainable workplace violence prevention training programs. Using proprietary tools, CPI can also complete a risk assessment for all staff, ensuring they are trained at the appropriate level based on their role and responsibilities.

The NCI™ 2<sup>nd</sup> Edition Training program uses both verbal and physical interventions. We train that the least restrictive form of intervention should always be considered and utilized first, prior to the use of any physical restraint. Within this training, we also introduce a risk assessment matrix which helps staff to consider what level of intervention to utilize based on the level of risk. The *Decision-Making Matrix*<sup>SM</sup> and Physical Skills Review both assist staff decision-making in the use of physical restraints. The physical restraints include lower-, medium-, and higher-level holding skills to safely manage risk behavior. Our Advanced Physical Skills course also includes the use of Emergency Floor Holding which is designated as higher-level holding. Beyond physical restraints, CPI does not teach or speak to any other form of restraint (such as mechanical or chemical).

CPI's train-the-trainer model ensures that the training and the related materials are easily customizable to meet the needs of the staff engaged in the training and provides practice, roleplaying real-life scenarios, and problem-solving activities to ensure that staff remain engaged in learning. In addition, our eLearning offerings are designed to be highly interactive and engaging and incorporate numerous learning strategies effective with adult learners. Our train-the-trainer model, coupled with either our highly customizable classroom materials or our interactive eLearning offering makes it easy to rollout training to all staff.

**Leadership****Correlation with CPI Training Programs**

Elements of Performance of Standard LD.03.01.01

- The hospital has a workplace violence prevention program led by a designated individual and developed by a multidisciplinary team that includes the following:
  - o Policies and procedures to prevent and respond to workplace violence;
  - o A process to report incidents in order to analyze events and trends;
  - o A process for follow up and support to victims and witnesses affected by workplace violence, including trauma and psychological counseling, if necessary;
  - o Reporting of workplace violence incidents to the governing body.

As part of a comprehensive violence prevention initiative, CPI recommends that organizations adopt policies and procedures that reflect the philosophy and strategies taught in the NCI™ 2<sup>nd</sup> Edition Training program. CPI offers a variety of resources, tools, and services that support organizations seeking to update their policies and procedures.

The NCI™ 2<sup>nd</sup> Edition Training program is easily customized, making it simple for staff to incorporate organizational policy into each discussion area within the curriculum. It also aids in helping create individually personalized responses for case-specific situations.

CPI's implementation team can assist with identifying the appropriate staff to manage this process and ensure it aligns with the Joint Commission standards.