

Video Short: Workforce Safety and Well Being Resource Center Transcript

Recorded April 2024

Beth Ann Longo (00:00):

Well, I'd like to take a few minutes to tell you about the Joint Commission's Workforce Safety and Well-Being Resource Center. We have been working on this over the course of the past year, and by the time you see this webinar, it may or may not have already been published. So why did we build this Resource Center? The Joint Commission believes the healthcare worker is the most important asset in advancing patient safety. Healthcare workers deserve a work environment that safeguards their health, safety, and Well-Being. The Joint Commission supports healthcare organizations as they work to protect frontline staff. So pointing organizations to resources that help them comply with requirements is one way we can demonstrate our support.

Currently, there are many resources on the Joint Commission website that address worker safety and Well-Being that we hope you're finding to be helpful. This new Resource Center organizes these resources to make it easier for you to find resources that address your organization's needs. We identified resources that are targeted to specific standards and elements of performance that have practical strategies with sufficient detail for implementation that are targeted to specific healthcare settings and were developed by reputable organizations. The Resource Center is organized into three collections, workplace violence prevention, worker well-being, and worker safety. The Workplace Violence Prevention Resource Collection is aligned with the new accreditation requirements. The other two collections include resources that address important topics relevant to workforce safety and Well-Being.

(01:49):

I'm going to show you the Resource Center shortly, but let's look at a few screenshots first so you can familiarize yourself with how to get there and how the Resource Center is organized. First, to access the Resource Center, you'll go to the Joint Commission's website at www.jointcommission.org. You'll click on "Our priorities" on that blue bar and then click on Workforce Safety and Well-Being. Once you get to the Resource Center's main page, scroll down to the bottom to find the blue box "Visit the Resource Center" button.

So, this is the Resource Center's main landing page. Here you can read about the Resource Center and how to use the collections. As previously mentioned, there are three collections that can be accessed by clicking on these buttons. Let's say we click on the Workplace Violence Prevention button.

(02:44):

Here is the landing page. You'll find a brief introduction to the topic, and note that you can access topic-specific resources by clicking on each of these topic areas. You can also navigate the entire Resource Center using the right sidebar. Now, let's say we wanted to find resources related to developing a Workplace Violence Prevention Program. We would click on that topic button, and this is where you'll find resources to help you comply with this new requirement. If you click on the blue box, the entire standard and EP will expand. You can filter by healthcare setting, here in the left sidebar, you can see some helpful tips and the resources will populate at the bottom of the page. You can also navigate the entire Resource Center again by using the right sidebar.

(03:38):

Now, just a quick note about a few of the features of the Resource Center. Before I do a quick demo for you, all resources are tagged to make it easier for you to search for resources such as by topic and by setting. You can sign up for eAlerts to be notified when the new resources are added, and

you'll see a popup widget called Hotjar, which is a mechanism for getting your feedback on the Resource Center. Please share your thoughts so we can continue to make improvements. Now let's navigate to the site for a sneak peek.

(04:13):

Okay, so what I'm going to do now is I'm going to navigate the Resource Center starting by how you get there. So, as I mentioned, you're going to go to Our Priorities and then you'll go to Workforce Safety and Well-Being, and then you'll go to Resource Center.

So here we are on the main landing page of the Resource Center. And as I mentioned, here's where you can read about the Resource Center, how to use the Resource Collections here. You can sign up for eAlerts. We share different types of resources that we have. So, we'll have links to various resources. We'll feature some organizations and some of the successful initiatives that they have done. We do have some links here of some national efforts that are guiding some actionable change. And then down here are these three buckets. We have the Workplace Violence Prevention, Worker Well-Being, and Worker Safety. So, we're going to go to the Workplace Violence Prevention.

(05:26):

So here we are on the Workplace Violence Prevention Resource landing page. And as I mentioned, you can see in this right sidebar, you can navigate throughout the entire Resource Center. There's a brief introduction here, and then we have these four topic areas. So, the Workplace Violence Prevention Program was what I had showed you on the slides. So, let's click on the Workplace Violence Prevention Program topic. And here is the Workplace Violence Prevention Program landing page. So again, we have a brief introduction. We have the requirements by setting or program, and if you click on the blue box here, it will expand. And then when you scroll down, there are tips and actionable strategies. You can filter by healthcare setting. If you click on the Strategy box here, you'll find resources here that we've identified to be helpful as you work to comply with the requirements.

(06:29):

And then if you click on the Spotlight tab, these are organizations that have done some really great things. They have successful initiatives that they have shared with us. And so, we've included them here and you can take a look at those and learn from the success of other organizations. And again, if you go back up to the top of the page, there's the right sidebar to navigate the Resource Center. The other pages within Workplace Violence Prevention are set up the same way, so you'll notice the same type of format. Now, we don't have any requirements for Worker Well-Being, but I do want to just show you this. This is an important topic, as you all know. And so, we thought this was a good opportunity to provide some resources to help organizations that may be struggling in this area. So again, you see the little introduction there.

(07:26):

And because there are no requirements for Worker Well-Being, these resources are organized around five steps. So, this first one, "Commit to Worker Well-Being." So, this is the organization making Clinician Well-Being a priority. And you can see here that again, it's a similar setup, just no requirements. And then you can filter by healthcare setting. You have some resources there. And again, you can navigate the entire Resource Center. And then we have some other topic areas as well. "Appoint a senior leader," "Assess Well-Being," "Implement strategies," and "Monitor progress."

And then let me just briefly show you this final section of the Resource Center. And this is Worker Safety. And again, these resources are not aligned around any specific requirements. So, you won't find any requirements listed here. But we do have some resources that we've organized around four hazard types: biological, chemical, and viral, mechanical and physical hazards.

(08:33):

So, let's just take a quick peek at one of these. So again, we have a little introduction. We have some tips and actionable strategies here. You can navigate or you can filter by topic here, or you can filter by healthcare setting, or you can filter using both. And again, you can navigate back throughout the Resource Center using that right sidebar. And then again, the layout is the same for these other

areas. To get back to the main page of the Resource Center, you can [click here](#), or you could simply follow the breadcrumbs up above to navigate back.

We're going to continue to look for practical resources that are specific to healthcare settings. And so, we encourage you to visit the Resource Center from time to time and sign up for eAlerts to be notified when we've added new resources. We do hope that you'll find the Resource Center is easy to navigate, and most importantly, we hope these resources will help you meet the new Workplace Violence requirements.