

Quality Indicators of Emergency Response to Workplace Violence (Code White)

Purpose of this Tool

The purpose of this tool is to list important indicators of an organization's emergency response to workplace violence (Code White).

Who Uses this Tool

Employers, supervisors, and other decision-makers.

How to Use this Tool

Use this tool to know which indicators to track, monitor, and analyze to reduce violent events and injuries to workers, and to improve your Emergency Response to Workplace Violence (Code White) program.

As part of an organization's evaluation and quality improvement of their emergency response (Code White), track, monitor, and analyze indicators such as the ones below. This is not an exhaustive list.

INDICATOR	CONSIDERATIONS
Types of interventions used during Code White and percentage use of each.	For example, verbal de-escalation, security guard presence, physical restraints, chemical restraints, seclusion.
Types of interventions implemented after Code White and percentage use of each.	For example, updated or established behaviour care plan (including triggers, observed behaviours, safety measures to protect workers) in the medical record.
Percentage of workers who completed annual Code White training.	
Percentage of workers who completed refresher training.	
Workers' perceptions of Code White training.	For example, after receiving training, ask workers if they know the Code White roles and responsibilities, know how to initiate a Code White, feel confident responding to a Code White, can demonstrate violence management techniques. Surveys can be conducted during JHSC/HSR monthly inspections.
Number of mock Code Whites and percentage of workers who participated.	
Percentage of Code Whites that were followed by an immediate debrief.	
Percentage of immediate debrief reports that are completed fully and accurately.	Quality of reports may indicate effectiveness of system procedures, training, level of knowledge, level of competence.
Percentage of injured workers who were offered support.	