

20 Questions for Medical Practices

A checklist for identifying areas that could need improvement

Policies

- Have we conducted a thorough risk assessment to identify potential workplace violence and aggression hazards?
- Are our policies and procedures regarding workplace violence and aggression comprehensive, up-to-date, and aligned with relevant guidelines in this state / territory? Access this [here](#).
- Do we have a clear process for reporting incidents and near misses, and are our staff encouraged to report all occurrences?
- Do we have a system in place for investigating incidents, documenting findings, and implementing corrective actions?
- Have we recognised and incorporated cultural needs in our risk assessment process?
- Are our policies accessible and easily understandable by all staff members, including those with diverse cultural backgrounds?
- Have we established a procedure for regularly reviewing and updating our policies to ensure their continued effectiveness?

People

- Do we provide adequate training to our staff on recognising and responding to signs of workplace violence and aggression?
- Do we provide sufficient support and resources for staff who have experienced workplace violence or aggression?
- Are staff members aware of their rights and responsibilities regarding workplace safety?
- Do we promote a supportive work culture that values respect, empathy, and open communication? Is this evident in our internal communications?
- Do we have mechanisms in place to consult with staff and stakeholders for their input and feedback on safety improvements?
- Do we provide ongoing training and education opportunities to reinforce staff knowledge on workplace violence prevention?

Systems

- Have we implemented and tested physical security measures such as access control systems, surveillance cameras, and panic alarms?
- Do we have protocols in place to effectively manage aggressive or violent individuals, including visitors and patients?
- Is there a clear process for reporting incidents and near misses, and are our staff encouraged to report all occurrences?
- Do we monitor incident data to identify trends and areas for improvement?
- Are regular audits and inspections conducted to ensure compliance with safety measures?
- Have we established a process for effective communication during emergencies or security incidents?
- Have we assessed the environmental design of our medical centre to enhance safety and staff visibility?