



THE JOINT COMMISSION COMPREHENSIVE  
ACCREDITATION MANUAL FOR HOSPITALS  
(EFFECTIVE JUNE 18, 2021)  
ALIGNMENT WITH THE AEGIS SYSTEM™



[www.theaegissystem.com](http://www.theaegissystem.com)



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Aegis Training Solutions, LLC, has decades of experience providing training and consulting to hospitals and health care facilities to support their safety climate. This training and consulting is in alignment with the elements of performance outlined in the Joint Commission Comprehensive Accreditation Manual for Hospitals.

The Aegis System™ curriculum and resources found within the Aegis Trainer Portal ensure that a positive impact is achieved with any workplace violence prevention initiative. In addition to delivering training, Aegis routinely offers consultation before and after client engagement. The Aegis team is standing by to offer full implementation support.

This document will outline how The Aegis System™ can help hospitals and health care providers comply with the Joint Commission standards.

ENVIRONMENT OF CARE	AEGIS ALIGNMENT
<p><b>Elements of Performance for EC.02.01.01</b></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>○ 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>Aegis delivers support to human service organizations that are seeking to review and improve upon all relevant policy and procedure. Aegis routinely consults around client engagements and does not use the necessary review of data and policy as an upselling opportunity. Aegis consulting ensures a positive impact with any workplace violence prevention plan. In addition, Aegis includes a wealth of resources, within the published Trainer Manual and online Trainer Portal, that provide outlines for successful integration of The Aegis System™ along with any workplace violence prevention initiative. These resources provide a framework that easily translates into Policy and Procedure.</p> <p>Aegis expects staff to be educated regularly to reinforce all relevant policy and procedure. Continual, data-driven review should be happening alongside a commitment to updating these policies and procedures as needed. Trends in legislative best practices and data generated from Incident Reports (included in Aegis instruction) should inform this process. Aegis Operational Policy states that such a work-site analysis needs to happen on a yearly basis, at a minimum. Aegis consultants make themselves available to lend their subject-matter expertise to this endeavor to ensure alignment with the Joint Commission standards.</p>
<p><b>Elements of Performance for EC.04.01.01</b></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>○ Injuries to patients or others within the hospital’s facilities;</li> <li>○ Occupational Illnesses and staff injuries;</li> <li>○ Incidents of damage to its property or the property of others;</li> <li>○ Safety and security incidents involving patients, staff, or others within its facilities, including those related to workplace violence.</li> <li>○ 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> <li>○ 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.</li> </ul> </li> <li>• Based on its process(es), the hospital reports and investigates the following:</li> </ul>	<p>Aegis instructs each participating organization to document any incident of workplace violence post-incident. The Aegis System™ provides procedures for aggregating data, spotting trends, and responding with updated policy and procedure. Each incident should be evaluated through the preventative lens of the Aegis De-escalation Model (Sections 1–3 of The Aegis System™). Supportive peer feedback should accompany this evaluation. Aegis may also recommend for this review process to occur with greater frequency, depending upon trends in data and the individual needs of an organization. Special consideration is given to the first year of a new rollout.</p>



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<ul style="list-style-type: none"><li>○ Security incidents involving patients, staff, or others within its facilities, including those related to workplace violence.</li></ul>	
HUMAN RESOURCES	AEGIS ALIGNMENT
<p><b>Elements of Performance for HR.01.05.03</b></p> <ul style="list-style-type: none"><li>• 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:</li></ul> <ul style="list-style-type: none"><li>○ What constitutes workplace violence;</li><li>○ Education on the roles and responsibilities of leadership, clinical staff, security personnel, and external law enforcement;</li><li>○ Training in de-escalation, nonphysical intervention skills, physical intervention techniques, and response to emergency incidents;</li><li>○ The reporting process for workplace violence incidents.</li></ul>	<p>The Aegis approach to organizational assessment is a product of decades of experience implementing Workplace Violence Prevention plans across many human service organizations. This approach is captured within the Aegis resource document Maximizing Integration (<a href="http://www.theaegissystem.com">www.theaegissystem.com</a>) and addressed in greater depth within the Aegis Trainer Manual and Trainer Portal resources. Additionally, Aegis routinely consults along these lines and is able to complete a risk assessment for client organizations.</p> <p>Part of this risk assessment includes assessing and prescribing the right level of training for different team members depending on their professional role. The Aegis De-escalation Model (nonphysical intervention, Sections 1–3) is consistent across every client engagement but different hourly formats and modules for training are available in person and online (e-learning). E-learning is remarkably efficient and blends with in-person learning delivered by certified Aegis Trainers.</p> <p>The learning design of The Aegis System™ is geared towards adult learners. This is factored in at every step when delivering training. Aegis utilizes scenario-based role-playing, interactive media, problem-solving, and engaging activities to transfer learning to adults. Aegis in-person learning and e-learning are highly interactive. All of this, coupled with the abundant resources found within the Aegis Trainer Portal, makes an all-staff rollout easy at any scale.</p> <p>Within these flexible and customizable delivery options, Aegis is careful to maintain the fidelity of the training program. For example, all staff must demonstrate comprehension of the safety information pertaining to the risk of restraint. Aegis trains that restraint is always a last resort and to be used only when the risk of not using a physical safety intervention is greater due to an imminent safety concern. Each staff person is educated on the risk of restraint and required to meet performance-based standards that demonstrate they have the ability to maintain reasonable and safety-oriented decision making when intervening in crisis. This process is instructed at all Aegis Train-the-Trainer events and documented in the Staff Performance Review (documentation provided to all Certified Aegis Trainers via the Aegis Trainer Portal).</p> <p>The Aegis System™ utilizes a tertiary design. For example, an organization may elect to train staff in lower-risk areas in just the De-escalation Model and not any physical skills (such as Aegis Holds or Escapes). Within the physical intervention component, there are different levels of Aegis Holds to mitigate different levels of safety concerns when physical intervention is necessary to ensure a safe outcome. These Aegis Holds are all compatible with The Aegis Safety Position™, which is a seated floor position that eliminates the need for any prone or supine restraint. This proprietary solution is used for higher-risk incidents where a floor hold is needed. Aegis only instructs proprietary Aegis Holds (benevolent physical restraints) and does not include any other form of restraint, such as mechanical or chemical, in its instruction.</p>



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LEADERSHIP	AEGIS ALIGNMENT
<p><b>Elements of Performance of Standard LD.03.01.01</b></p> <ul style="list-style-type: none"><li>• The hospital has a workplace violence prevention program led by a designated individual and developed by a multidisciplinary team that includes the following:<ul style="list-style-type: none"><li>○ Policies and procedures to prevent and respond to workplace violence;</li><li>○ A process to report incidents in order to analyze events and trends;</li><li>○ A process for follow up and support to victims and witnesses affected by workplace violence, including trauma and psychological counseling, if necessary;</li><li>○ Reporting of workplace violence incidents to the governing body.</li></ul></li></ul>	<p>Aegis provides consultation and support for organizations seeking to update, reassess, or implement any workplace violence prevention plan. Aegis encourages organizations to integrate policies and procedures that are consistent with the skills and approach of The Aegis System™. Aegis offers many resources and supports along these lines:</p> <ul style="list-style-type: none"><li>• Complimentary consulting before/after client engagement.</li><li>• The Aegis Position on Workplace Violence and Maximizing Integration documents (available to anyone at <a href="http://theaegissystem.com">theaegissystem.com</a>) provide support and framework for enacting violence prevention plans that make a positive impact.</li><li>• For client organizations, all of Section 4 (Physical Intervention) is written to easily translate into policy and procedure.</li><li>• Section 4 also includes post-incident mitigation, such as:<ul style="list-style-type: none"><li>○ Incident reporting and how to identify trends in the resulting data.</li><li>○ A Trauma-informed approach to debriefing incidents that creates a supportive workplace culture.</li></ul></li><li>• Many resources exist within the Aegis Trainer Portal to further maximize the positive impact of Aegis Training and support any workplace violence prevention plan. Advanced resources are available on within the Aegis Trainer Portal free of charge.</li><li>• Adopting the Aegis approach turns training into a platform for reinforcing and maintaining such policy and procedure. This creates the space to also discuss any individualized behavior plans or person-specific situations. This is a healthy approach that ensures alignment with the Joint Commission standards.</li></ul> <p>This support includes assistance in identifying appropriate individuals and key roles within the multidisciplinary team that will lead the overall initiative. For example, in a health care setting, Aegis insists that this committee has representatives from various clinical areas as well as the security/protective services team.</p> <div data-bbox="797 1199 899 1297"></div> <p>The Aegis System™ includes instruction in Trauma-informed Care and highlights trauma-informed principles throughout the curriculum.</p>