In 2017, Mayo Clinic implemented a Patient & Visitor Conduct Policy, prompting the establishment of a specialized team, Patient & Visitor Conduct (PVC). The PVC team is dedicated to enhancing existing policies, developing new procedures and guidelines, and equipping staff to address inappropriate behavior. This was accomplished through a comprehensive support framework empowering all staff to report and respond to instances of patient and visitor misconduct.

This behavioral management process is designed for non-acute behavior only and was introduced as a method to correct inappropriate behavior before it escalates. Employees are trained to rally support, secure the environment, and contact security any time they experience violence or threats of violence.

In the event of a significant change in health status, does the policy only and was introduced as a method to correct inappropriate behavior before it escalates. Employees are trained to rally support, secure the environment, and contact security any time they experience violence or threats of violence.

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External influences (regulations and community attitudes)

• Frontline staff (patient competency)
• Governance and administration (change management)
• Operations management (workforce challenges)

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