

**TITLE:** Computer-based training (CBT) intervention reduces workplace violence and harassment for homecare workers

**AUTHOR(S):** Nancy Glass, Ginger C. Hanson, W. Kent Anger, Naima Laharnar, Jacquelyn C. Campbell, Marc Weinstein, Nancy Perrin

**PRESENTER(S):** W. Kent Anger

**STUDENT SUBMISSION:** No

**TOPIC/TARGET AUDIENCE:** Occupational Practitioners / Program Developers / Policy Makers

**ABSTRACT:** Problem: Homecare workers provide support in homes where the standard workplace health, safety, and security services are not available. Homecare workers have reported past-year incidents of verbal aggression (50.3% of respondents), workplace aggression (26.9%), workplace violence (23.6%), sexual harassment (25.7%), and sexual aggression (12.8%).

**Aim:** The study examined the effectiveness of a workplace violence and harassment prevention and response program focused on preparation and de-escalation with female homecare workers in the consumer driven model of care in Oregon.

**Approach:** Oregon homecare workers were randomized to either computer based training (CBT only) or computer-based training with homecare worker peer facilitation (CBT peer); 306 female homecare workers completed the training (152 in CBT+peer and 154 in CBT only). Participants completed measures on confidence, incidents of violence, and harassment, health and work outcomes at baseline, 3, and 6 months post-baseline.

**Conclusions:** Homecare workers reported improved confidence to prevent and respond to workplace violence and harassment and a reduction in incidents of workplace violence and harassment in both groups at 6-month follow-up. CBT alone or with trained peer facilitation with homecare workers can increase confidence and reduce incidents of workplace violence and harassment in a consumer-driven model of care.

**OBJECTIVE(S):** Types and frequency of harassment and aggression experienced by homecare workers.

Training topics and scenarios related to preparation and de-escalation to prevent harassment and aggression that can be taught via computer-based training and reinforced by peer-led practice.

How de-escalation training can impact confidence and the experience of harassment and aggression.

**PRIMARY CONTACT INFORMATION:**

anger@ohsu.edu, OHSU - Oregon Institute of Occupational Health Sciences

---