**Resources**

- Crisis Prevention Institute (CPI): www.crisisprevention.com
- OSHA – Guidelines for Preventing Workplace Violence for Healthcare and Social Service Workers: www.osha.gov/Publications/osha3148.pdf
- CDC: www.cdc.gov/niosh/topics/violence

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- Workplace Violence in Outpatient Physician Clinics: A Systematic Review https://www.mdpi.com/1660-4601/17/18/6587/htm, Accessed 04/19/2022

- Everbridge, Five Types of Workplace Incidents:    https://www.everbridge.com/blog/five-types-workplace-violence/, Accessed 04/19/2022

- Social Change and Crime Rate Trends: A Routine Activity Approach, https://www.jstor.org/stable/2094589, Accessed 04/19/2022

- ASHRM Toolkit: https://www.ashrm.org/sites/default/files/ashrm/Workplace-Violence-Tool.pdf, Accessed 04/19/2022

- OSHA: https://www.osha.gov/healthcare/workplace-violence, Accessed 04/19/2022

- MGMA STAT - JANUARY 5, 2022 Are incivility and pandemic denial from unruly patients the new normal: https://www.mgma.com/data/data-stories/are-incivility-and-pandemic-denial-from-unruly-pat  (accessed 04/19/2022)