

# Come Safe, Work Safe, Leave Safe



## AT A GLANCE

The Oregon Veterans Home implemented MOAB verbal-de-escalation and active-shooter preparedness training to address workplace violence and improve psychological safety for nursing and support staff. A train-the-trainer model expanded internal capacity and ensured ongoing access to specialized safety instruction. All intended outcomes were met, including increased staff preparedness and strong participation across shifts.

## CHALLENGES

Nursing and support staff reported burnout tied to psychological safety concerns, unpredictable resident aggression, and inconsistent response skills. Off-hours and night-shift staff described feeling less prepared due to limited access to training. Staffing shortages, turnover, and the emotional strain of repeated high-intensity encounters further contributed to stress and uneven skill application.

## SOLUTIONS

The project proposed implementing MOAB verbal de-escalation training and active-shooter preparedness sessions to equip staff with consistent response strategies. A train-the-trainer model was designed to increase internal capacity, expand access to difficult-to-reach shifts, and maintain long-term sustainability. Pre- and post-surveys were included to assess changes in confidence, preparedness, and psychological safety.



Active Shooter  
Preparedness  
Training



MOAB  
Training



Ongoing  
Training  
Integration



Pre and  
Post  
Surveys

## Key Outcomes

Staff found that structured safety training, consistent reinforcement, and building internal trainers were essential for improving confidence and reducing stress in high-risk situations.



**75%**

Of staff trained within six months.



**+1**

Average Preparedness Scores  
Improved

## LESSONS LEARNED

Coordinating training for all shifts required more planning than expected, particularly for nights and weekends, and competing demands limited equal participation across units. Trainer workload also needed ongoing attention to prevent burnout in the train-the-trainer model. The team observed a meaningful decline in disruptive behaviors following training, and staff expressed relief at having consistent guidance for managing escalation. Integrating safety content into onboarding and annual competencies strengthened skill retention and helped maintain consistency amid turnover.



*The biggest feedback we heard was relief—staff finally felt supported and not alone when dealing with escalating situations.*

Workplace Well-Being and Safety Infrastructure