

## The Unthinkable: Violence in Healthcare From Bullying to an Active Shooter

### Webinar# T5082

#### DATE AND TIME

August 21, 2018

9:30 - 11:00 a.m. CT

#### OVERVIEW

The healthcare setting is one of the most violent venues in which to work in the U.S. and internationally. Healthcare is unique in that the violence that occurs here, has negative ramifications to quality patient care. The Joint Commission has even taken a stand on dealing with unsafe patient care due to abusive (which may constitute violence) behavior by health professionals. Your role as leaders in your healthcare organization equates to a environment for your patients. This webinar will review the critical elements required to plan, design, develop, implement, and evaluate your healthcare organization's violence prevention plan. Are you prepared to deal with an active shooter on one of your patient floors—which happened in a hospital in Minnesota? As we hear more and more about mass shootings, it causes us to pause and wonder if it could really happen in a hospital, clinic or when visiting a patient's home. Fortunately, most violence does not rise to that level, but nonetheless, the violence that commonly occurs in healthcare has profound consequences for all involved. It is essential you prepare to prevent and react to minimize violence that occurs.

#### TARGET

This program is intended for Executive leaders, including COO, CMO and CNO, physicians, nurses, risk management and safety personnel, emergency preparedness, quality improvement, occupational health, nurse educators, in-house counsel and any other interested parties.

#### OBJECTIVES

1. Define and provide examples of workplace violence in healthcare.
2. Discuss the relevant laws that address workplace violence.
3. Examine the clinical, occupational, social and economic factors of violence in healthcare.
4. Identify 10 de-escalation tips when dealing with an angry individual.
5. Examine the causes of healthcare violence.
6. Discuss a violence prevention program to ensure patients, families, visitors and staff are safe.
7. Define the roles and responsibilities of the organization's stakeholders.
8. Explain how to help the workplace and workers recover following a violent episode.

#### FACULTY

**Dr. Susan Strauss, RN, Ed.D,** Trainer, Consultant  
Strauss Consulting Alissa Smith, Partner

Dr. Susan Strauss is a national and international speaker, trainer, and consultant on workplace and healthcare violence and a recognized expert on workplace and school harassment and bullying. She has been the director of quality improvement and has assisted organizations in planning workplace violence programming. She conducts harassment and bullying investigations and functions as an expert witness in harassment and bullying lawsuits. Her clients are from business, education, health care, law and government organizations from both the public and private sector. Dr. Strauss has conducted research examining physician misconduct in the OR, written over 30 books, book chapters, and journal articles on harassment, bullying, and related topics. She has a doctorate in organizational leadership, is a registered nurse, has a bachelor's degree in psychology and counseling, a master's degree in community health, and professional certificate in training and development. Dr. Strauss has no real or perceived conflicts of interest that relate to this presentation.

#### PRICE

\$195 per connection for members.

\$390 per connection for non-members.

Note: The fee is for one phone line with unlimited participants. For example, 10 employees can participate for only \$19.50 ea!