

## “Reducing Point of Care Violence”

### Webinar #T6069OS

Thursday, July 18, 2019

10:30 a.m. - 12:00 p.m.

#### Program Overview:

Our speakers will discuss effective methodologies, including the use of tools, training and technology, to reduce violence at the point of care. They will help participants understand root causes and predictors of violence in healthcare settings and will share proven methods to build a pro-active program focused on overall reduction of workplace violence.

The speakers will also review compliance challenges related to workplace violence. Conditions of participation and Accrediting Organization standards are referenced. For example, a patient’s right to receive care in a safe setting will be covered. Additionally, the Occupational Safety and Health Administration standard of a person’s right to work in a safe setting will be covered as well. Our speakers will also include guidance from collaborations with The Centers for Medicare & Medicaid Services and the Joint Commission regarding use of force and weapons.

#### Learning Objectives:

At the completion of this webinar, participants will be able to:

1. Identify root causes and predictors of violence in healthcare settings;
2. Plan and design a program to reduce workplace violence; and
3. Develop, teach and evaluate competencies related to workplace violence.

#### Target Audience:

All healthcare personnel involved in point-of-care services

#### Faculty:

##### **Lisa Terry, CHPA, CPP, Vice President, Vertical Markets, Allied Universal Security Services**

Ms. Terry has significant experience in healthcare security and police management. Prior to her work with Allied Universal Security, she served as Director of Hospital Police and Transportation at the University of North Carolina in Chapel Hill. As a former president and an active member of IAHSS, Lisa has been fortunate to collaborate with some of the country’s greatest minds in healthcare, security, and policing. She shares her knowledge, strategies, and lessons learned for successfully preventing and mitigating violence in her books: *Preventing Violence in the Emergency Department* and *The Active Shooter Response Toolkit for Healthcare Workers*.

##### **Mike Dunning, Senior Director, Healthcare Security Operations, Allied Universal Security Services**

As the Senior Director for Healthcare Security Operations, Mr. Dunning is responsible for the oversight of over 3,500 healthcare facilities across the United States and Canada. He serves as the subject matter expert in healthcare security and assists security operations and business development by providing subject matter expertise and guidance in program development, compliance, safety, emergency management, business continuity, accreditation survey readiness, education and training tools, and mentoring future healthcare security leaders.

### Registration Fee:

**\$195** per site for MHA members

**\$295** per site for non-members

**The registration deadline is July 15.** Advance registration is required to ensure the delivery of instructional materials.

### Cancellation Policy:

Cancellations made prior to the registration deadline (July 15) will be issued a refund, less a \$25 administrative fee. Cancellations made after July 15 will be charged 50% of the registration fee. No refunds will be issued for those who do not cancel in advance of the program.

### Connecting to the Webinar:

**Google Chrome is the recommended web browser for this webinar.** If you use Internet Explorer, please contact Leslie Couturier at [lcouturier@themha.org](mailto:lcouturier@themha.org) or 207/622-4794 for further information. **All registration fees are per phone connection.** If more than one connection is made from your hospital for any reason, an additional charge of \$195.00 (per connection) will be billed. Upon registering for the webinar, notify all participants and arrange a meeting room and speaker phone, if desired. At least three business days prior to the webinar, you will receive confirmation of your registration via email including instructions on logging in, as well as attached handouts. Approximately 5 to 10 minutes before the program, dial in to be connected to the session.

If you have not received a confirmation notice 48 hours prior to the program, please call Leslie Couturier at (207) 622-4794 to confirm your registration has been received.

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## Registration Form

### Webinar: Reducing Point of Care Violence

July 18, 2019 / 10:30 a.m. - 12:00 p.m.

**Important Note: Instructions for accessing the program will be emailed to the contact person listed below prior to the program date. If you would like the instructions emailed to an additional contact person, please list their email address as well.**

Name and Title of Contact Person: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

The registration fee is: **\$195** per site for **MHA members** / **\$295** per site for **Non-members**

The fee covers **ONE** telephone connection and includes a set of handouts (which can then be copied).

If more than one connection is made from your hospital for any reason, an additional charge of \$195.00 (per connection) will be billed.

**Payment Method:**  Check enclosed (payable to MHA)  Check being mailed  Credit Card\*\*

\*\*If paying by credit card, please register online at [www.themha.org](http://www.themha.org). **VISA** and **MasterCard** accepted.

Please complete this fillable PDF form and email or fax to [lcouturier@themha.org](mailto:lcouturier@themha.org) or 207/622-3073. Mail original along with payment to: Leslie Couturier, Maine Hospital Association, 33 Fuller Road, Augusta, Maine 04330. If you have questions, please call Leslie Couturier or Carol Sinclair at 207/622-4794 or by email at [lcouturier@themha.org](mailto:lcouturier@themha.org) or [csinclair@themha.org](mailto:csinclair@themha.org).

**Registration deadline is Monday, July 15, 2019.**