

**“The Unthinkable: Violence in Healthcare
from Bullying to an Active Shooter”
Webinar #T5082**

**Tuesday, August 21, 2018
10:30 a.m. - 12:00 p.m.**

Program 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 an 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.

Learning Objectives:

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

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; and
8. Explain how to help the workplace and workers recover following a violent episode.

Target Audience:

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.

Faculty:

Dr. Susan Strauss RN Ed.D, Trainer and Consultant, Strauss Consulting

Dr. 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. Susan 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, healthcare, law, and government organizations from both the public and private sector. Susan has conducted research examining physician misconduct in the OR, written over 30 books, book chapters, and journal articles on harassment, bullying, and related topics. Susan has a doctorate in organizational leadership. She 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.

Registration Fee:

\$195 per site for MHA members

\$295 per site for non-members

The registration deadline is August 14. Advance registration is required to ensure the delivery of instructional materials.

Cancellation Policy:

Cancellations made prior to the registration deadline (August 14) will be issued a refund, less a \$25 administrative fee. Cancellations made after August 14 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 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.

Registration Form

Webinar: Violence in Healthcare from Bullying to an Active Shooter August 21, 2018 / 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. **VISA and **MasterCard** accepted.

Please complete this fillable PDF form and email or fax to 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 or csinclair@themha.org.

Registration deadline is Tuesday, August 14, 2018.