



## WEBINAR:

### EMERGENCY DEPARTMENT VIOLENCE: HEALTHCARE'S EVERYDAY THREAT

Thursday, July 29, 2010 / 1:00-2:30 PM EDT

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Violence in our Emergency Departments is on the rise. Staff is routinely exposed to volatile patients and visitors under the influence of drugs and alcohol, or suffering from psychological disorders. This dynamic environment and its potential for violent disruptions have emergency department staff, physicians, hospital administrators and security professionals searching for answers.

This program takes a common-sense, “back to the basics” approach that teaches organizations how to secure the space and train the environment. Although most hospitals understand the basics of securing their emergency departments, they are challenged when training staff to recognize environmental changes, which can escalate to violent disruptions if not handled effectively. Properly training staff to recognize, understand, react and manage environmental changes provides a safer, more productive environment for staff and patients.

This program outlines the critical steps in developing emergency department violence prevention and mitigation strategies that fit organizations of any size or trauma level. Emergency department staff is busy; busy is a major factor influencing poor personal safety decisions. This program limits added responsibility for the healthcare provider by making personal and environmental safety precautions an extension of what staff already does. Already in place in several busy emergency departments, this program has helped organizations and their staffs balance the confusion and anxiety commonly associated with violent situations while instilling staff with a greater sense of confidence and personal safety within their work environment.

#### Objectives:

- Explain how a balanced approach to patient-focused care and personal safety impacts patient satisfaction and work related injuries
- Identify how workspace design and medical equipment placement promote or reduce the safety of staff, patients and visitors
- Define policies, procedures and practices aimed at reducing safety risks associated with “at-risk patients”
- Understand how the 5-step P.O.W.E.R. approach to effectively manage change in the work environment conveys ownership and instills staff confidence
- Demonstrate how to recognize, understand, react to and manage the stages of escalating environmental change

**Target Audience:** All health care workers, particularly emergency response personnel; physicians, nurses, and aides with direct patient contact; hospital safety officers; and personnel located in and around the emergency department area

**Faculty:** **Alan Butler** is the director of operations and consulting at HSS. He has 30 years of progressively responsible leadership experience in public and private sectors. He has worked as the director of security for healthcare organizations such as the University of Wisconsin Hospital and Clinics in Madison, HCA/ Medical City Dallas Hospital and Baylor University Medical Center in Dallas. Before his career in healthcare security, he worked eight years in the Dallas police department. He has worked in both for-profit and not-for-profit hospitals and has managed proprietary and contract security forces. Mr. Butler holds a masters degree in criminal justice from San Houston University, and a bachelors degree in professional studies in criminal justice from SUNY Utica/Rome. He is certified healthcare protection administrator (CHPA).



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[1042/1247]**

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