

Violence Prevention in the Healthcare Workplace October 11, 2018 | Course Syllabus

Course Description:

Workers in healthcare settings are at an increased risk of experiencing workplace violence. During this full-day course, attendees will learn to identify contributing factors that may escalate risk and promote violent incidents, and will explore harm reduction strategies for high risk environments. This course will also review Cal/OSHA's Workplace Violence Prevention in Health Care standard, the scientific basis for effective interventions in the healthcare workplace, and hospital teams will discuss strategies to improve safety in health care settings.

Learning Objectives:

At the completion of this activity, the learner will be able to:

- Identify risk factors for workplace violence among health care workers
- Describe components of a dangerous situation and strategies to mitigate risk
- Discuss Cal/OSHA's Workplace Violence Prevention in Health Care standard and identify barriers to enforcement
- Review harm reduction strategies for high risk environments

Audience:

This course is intended for registered nurses, nurse practitioners, health care workers, health care administrators, worker representatives, and allied health and safety professionals, including those in occupational and environmental health and safety.

Course Schedule:

9:00 AM - 9:05 AM: *Welcome*

9:05 AM - 9:55 AM: *Workplace Violence Research Updates with Robert Harrison, MD, MPH*

The research and scientific basis for workplace violence prevention has advanced considerably in the last decade. There are strategies that can be implemented by employers and workers to reduce the risk of workplace violence. Data gaps remain, however, these gaps can be identified through study designs that capture the effect of interventions.

Learning Objectives:

- Identify the current state of research knowledge about the risk factors for workplace violence
- Review the effectiveness of interventions
- Develop strategies for future research

9:55 AM - 10:25 AM: *Shiftwork & Violence with Steve Sun*

This presentation will explore the role shiftwork plays in violence against nurses.

Learning Objectives:

- Discuss the severity of violence in the workplace, especially in healthcare settings
- Analyze data from a case control questionnaire and discuss results

10:25 AM - 10:40 AM: *Break*

10:40 AM - 12:00 PM: *Cal OSHA Workplace Violence Prevention in Health Care: A New Regulation with Kevin Graulich, CIH*

This presentation will provide information on how and why this regulation came to be. The presentation will include background into how workplace violence affects the health care industry. We will discuss the scope of the regulation as well as cover the elements of the workplace violence prevention program, and how those elements are to be presented to workers that are affected by the program. We will also discuss where you can find additional information on workplace violence, this regulation, and its effect on the healthcare industry.

Learning Objectives:

- Discuss the background behind the regulation
- Review the scope of the standard
- Identify the basic requirements of the standard so healthcare workers can help make their program successful

12:00 PM - 1:00 PM: *Lunch*

1:00 PM - 2:00 PM: *The Anatomy of a Dangerous Situation with Rachel Odes, MS, RN, and Eddie Johnson*

This presentation will explore circumstances that can lead to violence in the acute psychiatric setting. Focus areas will include worker/staff behavior, training, and preparation; environmental factors such as unit overcrowding; patient factors such as increased stimulant uses and fewer available sub-acute beds; and community factors such as displacement and the Bay Area housing crisis.

Learning Objectives:

- Review the experience of workplace violence from the perspective of front-line staff
- Describe multiple factors which contribute to workplace violence in the psychiatric setting
- Discuss the role of crisis prevention training in minimizing harm to workers in high-risk settings

2:00 PM – 2:45 PM: *Confronting Challenges to Implementation with Deborah Gold, MPH, CIH*

This presentation will explore difficulties in implementing the workplace violence standard, and in assessing the effectiveness of workplace violence prevention plans.

Learning Objectives:

- Recognize common problems found in workplace violence prevention programs
- Identify ways for employees to be involved in workplace violence prevention program development
- Identify ways that employers and unions can support workers to engage in workplace violence training and program development

2:45 PM – 3:00 PM: *Break*

3:00 PM – 5:00 PM: *Harm Reduction Strategies for High Risk Environments Panel Discussion*

3:00 PM – 3:30 PM: *Team-Based Evaluation & Management of Behavioral Threats in Healthcare: Lessons Learned in One VA with Natalie Purcell, PhD, MPA, and Michael Drexler, PhD, CPRP*

This presentation will describe steps the San Francisco VA's workplace violence prevention team has taken to improve their approach to behavioral threat assessment and management, as well as key lessons learned.

Learning Objectives:

- Identify best practices for implementing or improving a healthcare workplace violence prevention program
- Identify potential problems that can decrease the effectiveness of a threat assessment process, as well as strategies to address/mitigate these problems
- Describe key considerations to keep in mind while recruiting and training new threat assessment committee members

3:30 PM – 4:00 PM: *Bob Durand, CPP, CHEP, HEM, CHSS*

This presentation will provide basic strategies and best practices on how to avoid danger from workplace violence in the healthcare setting. From understanding what is too close, when it is appropriate to engage security staff members, and how to get the most from their performance, these often overlooked concepts can reduce both the risk of violence and potential injury when violence is inevitable.

Learning Objectives:

- Discuss how basic spatial awareness in healthcare can lower risks of becoming a victim of violence
- Identify critical components of a security action plan and communication strategy when members of the security team are required to assist with violent patients
- Describe key components of an effective physical intervention strategy and why it's important to train for actions prior to engagement more than the intervention itself
- Discuss what it means to, and how working as, a team leads to incident and injury prevention

4:00 PM – 4:30 PM: *Ellen Bachman, Gari-Lyn Richardson, and Sean Tracy*

The California Department of State Hospitals is the one state department that was included in the requirements for the Workplace Violence Prevention in Healthcare regulations. Participants will learn from DSH Executive, Clinical Quality Improvement, and Environmental Health/Safety leader perspectives about the opportunities and challenges experienced with the implementation of these advanced employee safety requirements.

Learning Objectives:

- Review the California Department of State Hospitals working environment
- Describe the Department's efforts to implement new workplace violence prevention regulations in a standardized, enterprise-wide, coordinated manner to improve employee safety and achieve compliance
- Discuss the challenges and opportunities for clinical quality improvement methods to prevent assaults against staff

4:30 PM – 5:00 PM: Panel Q&A and Discussion

Instructor Biographies

Robert Harrison MD, MPH

*Clinical Professor of Medicine; Public Health Medical Officer
UCSF; CDPH*

Dr. Robert Harrison is a clinical professor of medicine at UCSF. He founded and has directed UCSF Occupational Health Services for more than 15 years, and now is a senior attending physician. He has diagnosed and treated over 10,000 patients with work- and environmental-induced diseases and injuries. He also directs the worker tracking investigation program for the California Department of Public Health. He has served on the California Occupational Safety and Health Administration (Cal/OSHA) Standards Board, and authored numerous publications in the area of occupational medicine.

Steve Sun

*Software Engineer
Square, Inc*

Steve Sun earned his bachelors degree from Anhui Medical University in China in 2012 and his two masters degrees, one M.S. in Environmental Health and the other in Computer Science, in 2014 from University of Minnesota - Twin Cities. His advisor for environmental health science was Dr. Susan Geberich. Mr. Sun published research in Workplace Health & Safety, "The Relationship Between Shiftwork and Violence Against Nurses: A Case Control Study" in in May 2017. Steve has been working in the Bay Area since graduation in 2014 as a software engineer. He's currently employed with Square Inc in San Francisco.

Kevin Graulich CIH

*Senior Safety Engineer, Research and Standards Occupational Health Unit
Cal/OSHA*

Kevin Graulich is a Certified Industrial Hygienist working for Cal/OSHA as a Senior Safety Engineer with the Research and Standards Occupational Health Unit. While in the Health Unit Kevin worked on the team that developed the Workplace violence prevention in health care (T8CCR 3342) rulemaking package, and is currently the chair for the advisory committee working on the General Industry workplace violence prevention standard. Kevin started with Cal/OSHA in 1994 as an Associate Industrial Hygienist in the Anaheim compliance district office. Kevin was promoted to the Position of District Manager of the Torrance District Office in 2009 and then to Senior Safety Engineer for Region 3 in November of 2009.

Rachel Odes MS, RN

Registered Nurse; Doctoral Student

John George Psychiatric Hospital; UCSF School of Nursing

Rachel Odes is a Registered Nurse with 8 years of clinical experience in the acute psychiatric setting. She completed her Masters of Science in Nursing at San Francisco State University and is certified as a Clinical Nurse Specialist. She has worked at John George Psychiatric Hospital, Alameda County's safety net behavioral health setting, for the past 7 years and is active in advocating for improved patient and staff safety as a member of the Service Employees International Union Local 1021. She is currently pursuing a PhD within UC San Francisco's Occupational and Environmental Health Nursing program, with research focusing on workplace violence in the healthcare setting.

Eddie Johnson

Harm Reduction Team Coordinator

John George Psychiatric Hospital

Eddie Johnson has been employed in the Psychiatric field for over 25 years working in various positions in Adolescent, Outpatient and Adult Psychiatric care. During most of those years, he taught various crisis management systems. In 2017, Mr. Johnson was honored as one of only 307 Crisis Prevention Institute trainers to receive the Meritorious Instructor award.

Deborah Gold MPH, CIH

Certified Industrial Hygienist

Deborah Gold, MPH, CIH, retired from Cal/OSHA as Deputy Chief for Health at the end of 2014. Deeg worked as an industrial hygienist in Cal/OSHA enforcement in the Bay Area for seven years before being promoted into the headquarters unit. As a senior safety engineer, and then as Deputy Chief (from 2011-2014), Deeg was involved in developing several ground-breaking regulations to protect workers from infectious disease, patient-handling injuries, workplace violence, and exposures to hazardous substances. Since retiring, Deeg has worked on several projects for the University of California and union and community groups to develop and deliver training on worker health and safety issues.

Natalie Purcell PhD, MPA

Assistant Professor of Social & Behavioral Sciences; Sociologist/Health Science Researcher UCSF; San Francisco VA

Natalie Purcell, PhD, MPA, is a sociologist and health services researcher at the San Francisco VA and an Assistant Professor in the Department of Social and Behavioral Sciences at the University of California, San Francisco. She specializes in the study of violence, trauma, and pain across healthcare contexts, and uses mixed methods drawn from the social sciences and the humanities. Since joining the VA in 2011, her research has centered on understanding the impact of violence and combat trauma in the lives of US military veterans, identifying and evaluating care interventions to address violence-related trauma and pain among veterans, and identifying interventions to reduce violence directed against frontline healthcare workers. Her work at VA involves not only violence and trauma-related research, but also transformation of the institutional culture to promote organizational health, integrated services, and patient centered care.

Michael Drexler PhD, CPRP

Coordinator, SFVAHCS Workplace Violence Prevention Program Coordinator (Psychologist)

Michael L. Drexler, Ph.D., CPRP, is an Associate Clinical Professor at UCSF, Adjunct Professor of Neuropsychology and Neuropsychological Assessment at the California School of Professional Psychology of Alliant International University, Instructor in Psychosocial Rehabilitation, Geropsychology and Neuropsychology at UC Berkeley Extension, and is Lecturer, Level 6, teaching Lifespan Development, Cross-Cultural Issues, Clinical Assessment and Treatment Planning, Dying, Death & Bereavement and the Gerontology Focus courses at Notre Dame de Namur University in Belmont California. At the San Francisco VA Health Care System, he is Coordinator of the Workplace Violence Prevention Program, Director of the Telemental Health Section for SFVAHCS, a National Consultant and VISN 21 Master Trainer for Social Skills Training for Severe Mental Illness, and is a staff psychologist and neuropsychologist. Prior roles at SFVAMC have included Clinical Director of the Psychosocial Rehabilitation and Recovery Center, Local Psychosocial Recovery Coordinator (LRC) for Severe Mental Illness, Coordinator of Mental Health Compensation and Pension, Geriatric Neuropsychologist and Geropsychologist. He supervises students at all levels. Before coming to the VA, he worked for the SF Department of Public Health and was stationed at Laguna Honda Hospital and Rehabilitation Center in San Francisco, serving as Director of the Neuropsychology Service, Program Director of Psychosocial Units (with a focus on SMI), and Psychosocial Coordinator of the Dementia Cluster. Dr. Drexler has worked as the consulting neuropsychologist for Geriatric Services of San Francisco, Garfield Geropsychiatric Hospital in Oakland, Morton Bakar Geropsychiatric Center in Hayward (during which time Telecare Corporation embraced the psychosocial rehabilitation model), and Letterman Army Medical Center in San Francisco. He is a Fellow of the National Academy of Neuropsychology, and board certified by the Psychiatric Rehabilitation Association.

Bob Durand CPP, CHEP, HEM, CHSS

*Vice President of Training and Compliance, Healthcare Security Division
Blackstone Consulting Inc.*

After retiring from military service in 2005, Bob has worked in the healthcare security and emergency management field as a security officer, supervisor, training manager, hospital security manager and regional practice leader focusing on prevention of violence. Bob has designed multiple programs that have led to significant reductions in the frequency of violent incidents and a reduction of injury from violent patients.

Ellen Bachman

*Deputy Director, Statewide Quality Improvement
California Department of State Hospitals*

Ellen Bachman's career with the California Department of State Hospitals (DSH) (formerly Department of Mental Health) spans 34 years. In her current capacity as Deputy Director for Statewide Quality Improvement, Ms. Bachman serves as chief advisor to the Director on quality improvement, risk management, and regulatory compliance, including Cal/OSHA workplace safety regulations. She provided executive leadership for DSH's implementation of the Workplace Violence Prevention in Health Care regulations at the five State Hospitals. Prior to joining DSH's Sacramento leadership team, Ms. Bachman worked at DSH-Vacaville, DSH-Napa, and DSH-Patton in a range of clinical and administrative capacities, caring for forensically committed mentally ill patients. Positions she has held include Music Therapist, Chief of Rehabilitation Therapy, Assistant Program Director, Program Director, and Executive Director.

Gari-Lyn Richardson

*Chief of Quality Improvement
California Department of State Hospitals*

Gari-Lyn Richardson started her career at Department of State Hospitals-Patton (DSH-Patton) 28 years ago as a registered nurse caring for mentally ill patients that were forensically committed to DSH-Patton. Throughout her career at DSH-Patton she has worked as a Utilization Review Nurse, Personnel Officer, Training Officer, Standards Compliance Director, and acting Nurse Administrator. She has also worked at Department of State Hospital-Sacramento as the registered nurse on the Clinical Operations Advisory Council and most recently as the Chief of Quality Improvement in the Statewide Quality Improvement Division. Through various initiatives, responses to regulatory bodies, and quality improvement projects, Gari-Lyn has been working on reducing patient violence for the majority of her career. As the clinical member on the STOP Workplace Violence Team, her focus is on data integrity, incident investigations, and quality improvement.



Sean Tracy

*Chief, Enterprise Health and Safety Program
California Department of State Hospitals*

Sean Tracy has over 30 years in California State government working in 10 different departments, including many roles in worksite security, emergency preparedness, and program administration and management. Over the past three years, Sean has been directly involved with the preparation, implementation, and evaluation of the Department of State Hospital's workplace violence prevention program to achieve compliance with Cal/OSHA regulations.

Accreditation

Nurses:

Provider approved by the California Board of Registered Nursing, Provider Number 12983, for 6.5 contact hours.

Registered Environmental Health Specialists:

This course has been approved for 6.5 contact hours, REHS. The Center for Occupational and Environmental Health (COEH) UC Berkeley is a Registered Environmental Health Specialist (REHS) Program Continuing Education Accreditation Agency approved by the California Department of Public Health.

Industrial Hygienists:

ABIH® Diplomates may be eligible to earn up to 6.5 of contact hours for this event. Visit <http://www.abih.org/maintain-certification/cm-credit-education-events> for more information.

Safety Professionals:

Certified Safety Professionals may be eligible to earn up to 6.5 contact hours for this event. Visit <http://www.bcsp.org/Certifications/Recertification> for more information.