



# De-escalating Patient Aggression

## › KEY BENEFITS

### Staff

- **Reduce** staff exposure to physical injury and psychological trauma and emotional stress
- **Increase** the personal safety and confidence of front line staff.
- **Equip** employees with knowledge and capability to respond effectively to escalating incidents and increasing risk.

### Organisation

- **Reduce** the social and economic cost of workplace violence and acts of aggression.
- **Reduce** exposure to operational and legal risks associated with workplace violence.
- **Enhance** response procedures and safe work practices to mitigate the risk of violence.
- **Enhanced** compliance with National Work Health and Safety Laws (WHS Legislation) & Common Law obligations (due diligence).
- **Increase** corporate social responsibility measures, with a focus on staff safety and wellbeing.

## › WHY PASSMORE DUFF

- A robust and proven approach, since 1996 for managing the risk of workplace violence.
- Training design, frameworks and tactics developed and delivered by specialists.
- Highly qualified team with more than two decades of risk management and training experience, underpinned with academic qualifications.
- Subject matter experts drawing on their expertise from operating in high risk environments i.e., Tactical Policing and Counter Terrorism Teams & Military Special Forces.
- Award winning training solutions for training excellence in workplace violence.

“When your challenge is more than just Patient Healthcare”



This program provides healthcare workers with a unique “**risk based**” and “**counter-intuitive**” approach to communicating through incidents involving aggressive and violent behaviours being displayed by either patient’s their family or friends.

Key elements of the program focus on providing participants with:-

- A robust and well proven risk based model to assist staff in accurately and quickly identify and assessing “risk” factors” to help decision making and judgement in how best to attend to difficult and challenging behaviours – **making staff and others safer throughout an encounter.**
- A counter-intuitive style of communicating that involves staff maintaining a state of calm in the face of aggression, and employing the right thinking and behaviours aimed at positively influencing a person’s behaviour and de-escalating a situation.
- Alternative strategies for managing patients when their behaviours remain a threat, incorporating how to safely disengage and tactically withdraw from violent situations in support of local Emergency Response Plans (ERP’s).

By engaging with ‘**The CARM Approach**’, healthcare staff will learn how to think, behave and communicate in a safe and effective manner when confronted with aggressive behaviour from either patients their family or friends.

**NOTE:** The program supports the policy directives set by State Departments of Health where the emphasis is on developing the skills that protect the safety of the patient, as well as the safety of staff and others who may be affected by the behaviour.

TRAINING

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### › GLOBAL FACTS ABOUT HEALTH CARE & VIOLENT ENCOUNTERS

- Workplace violence is one of the most complex and dangerous occupational hazards facing nurses working in today's health care environment in spite of the increased scientific attention to the problem, there are very few violence prevention intervention studies on how to prevent violence toward health care workers. (The online journal of Issues in Nursing Workplace Volume 9 – 2004 #3 Sep 04)
- Typically thought of as "safe" places, health care agencies are now facing a significant increase in multidirectional acts of aggression from personnel, clients, and visitors. (National Institute of Occupational Safety and Health NIOSH 2003).
- The overarching reality in the health care workplace is that many employers now find themselves dealing with workplace violence, including assault; property damage; racially, ethnically, or religiously motivated violence; sexual assault; employee suicide; or homicide. Regardless of a health care agency's size or mission, when unexpectedly confronted with workplace violence, staff members are typically overwhelmed with shock, followed by multiple questions surrounding how the event could have occurred in the safety of the workplace (DeRanieri, Clements, & Henry, 2002).
- It is often impossible to separate the roles of the "professional" and the "person" in an attempt to cope with the occurrence of workplace violence (Clements et al., 2003). Therefore, when tragedy strikes a peaceful and productive workforce head-on, chaos and debilitation can ensue (Bendersky-Sacks, Clements, DeRanieri, Klinck-Krentel, & Fay-Hillier, 2000; Bendersky-Sacks et al 2001).
- Although violence is increasing in most workplaces, it has become a significant problem in health care professions. Not only has the number of incidents increased but also the severity of the impact has caused profound traumatic effects on the primary, secondary and tertiary victims. More health care professionals than ever are suffering from symptoms of post-traumatic stress disorder. (RIPPON T.J. (2000) Journal of Advanced Nursing.

### › TRAINING SOLUTION (Award Winning)

The De-escalating Patient Aggression program is delivered via a range of mediums subject to client needs, budget & learning outcomes, including:-

- Professional development program. **Duration:** 1 day.
- Blended learning program ½ day facilitated + e-learning program
- Interactive e-learning program with assessment. Hosted from our corporate LMS. **Duration** (9 modules of 16 mins). We also have a corporate intranet version **SCORM 1.2** compliant.

### › CUSTOMISATION

Our training solutions can be contextualised and customised to meet your specific organisational needs, risk profile & risk management guidelines.

### › PROGRAM MODULES

Our training solutions address the following key areas:-

- **Human Behaviour and Reasons for Aggression:** Understanding factors that influence anger and aggressive behaviours and how aggression may lead to violent behaviour.
- **Assessing Risk:** A model to assist in accurately and quickly identifying and assessing "risk factors" to personal safety.
- **De-escalating Aggression:** A counter-intuitive style of communicating that combines key intrapersonal skills involving emotional intelligence competencies and influencing skills which employ the right communication language and behaviours aimed at de-escalation.
- **Disengage:** Practical skills to facilitate a tactical withdrawal from an unsafe or potentially violent situation. Employing both separation and evasion techniques to increase safety.
- **Recovery & Post Incident:** Immediate actions following an incident to help manage the impact and emotional cost of confrontation together with a format for de-briefing.

Throughout the program, participants undertake learning and assessment activities, including summative and formative assessments to ensure competency is achieved.

### › TESTIMONIAL

In February 2008 ACT Health Injury Prevention Management Team received the Gold Award in the ACT Commissioner for Public Administration Awards for People Management. They received this award for "reducing the financial and human cost of injuries and accidents in ACT Health".

One of the key initiatives recognised was their "comprehensive approach to managing aggression and violence" which incorporated the implementation of this e-Learning solution. (cited in Hospi-Tell, Issue 381, March 2008)



### CONTACT

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