



WORKPLACE VIOLENCE

Best Practices for Prevention and Resilience

September 25, 2018

Pre-conference course at the 2018 Washington State Governor's Industrial Safety and Health Conference

COURSE DESCRIPTION

Estimates indicate that professionals working in healthcare and social assistance services experience workplace violence-related injuries resulting in days away from work at a rate four times higher than that of other private sector workers.¹

This course will cover an overview of the risk factors associated with workplace violence, new research on the psychosocial impact to workers, strategies for building resilience and the effectiveness of interventions used to date to prevent such violence. Participants will be able to demonstrate an ability to identify the risk factors associated with workplace violence, obtain support through employer/ supervisor resources and build their own resilience with stress reducing and coping strategies.



21%
**of Registered Nurses
and Nursing Students
reported being physically
assaulted** during a 12-month
period in a 2014 survey.¹

75% of all workplace
assaults occurred in health
care settings between
2011-2013.¹

COURSE INFORMATION

September 25, 2018

8:30am – 5:00pm

Spokane Convention Center

334 W Spokane Falls Blvd,
Spokane, WA 99201

REGISTRATION

Registration Price: \$135

To register for this course,
please visit gishab.org

Course registration is must be
processed through the WA
Governor's Industrial Safety and
Health Conference website.

For registration questions,
please contact info@gishab.org
or 888-451-2004.



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NORTHWEST CENTER FOR OCCUPATIONAL HEALTH AND SAFETY
DEPARTMENT OF ENVIRONMENTAL AND OCCUPATIONAL HEALTH SCIENCES
University of Washington School of Public Health



FEATURED SPEAKERS



Philip McCabe, CSW, CAS, CDVC, DRCC
Rutgers University School of Public Health, Center for Public Health Workforce Development, New York/ New Jersey Education and Research Center



Nicole Errett, PhD
Lecturer, Department of Environmental and Occupational Health Sciences (DEOHS)
Adjunct Lecturer, Department of Health Services University of Washington, School of Public Health



Jane Lipscomb, PhD
Principal at Prevention at Work LLC and Retired as Professor, University of Maryland Schools of Nursing and Medicine



Elizabeth Rosenman, MD
Assistant Professor and Director of Simulation, Department of Emergency Medicine, University of Washington Harborview Medical Center



Nanette Yragui, PhD
Occupational Health Research Psychologist, Safety and Health Assessment and Research for Prevention (SHARP), Washington State Department of Labor & Industries



Kate Durand, CIH, CSP
Director of Laguna Honda Hospital's Department of Workplace Safety and Emergency Management

Most studies have shown that after an episode of workplace violence, there are increased rates of missed workdays, burnout and job dissatisfaction along with decreased productivity and overall feelings of safety among staff members.³

CONTACT US

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WHO SHOULD ATTEND

This course is intended for those working in social assistance services, psychiatric facilities, hospital emergency departments, community mental health clinics, treatment clinics for substance abuse disorders, pharmacies, community-care facilities, residential facilities, home health care, long-term care facilities, and those working in maintenance or security roles in a health care facility.

WHAT IS WORKPLACE VIOLENCE?

Incidents of workplace violence have more than tripled since the 1970's. Many factors have contributed to this increase including restructuring of work organizations, work environment characteristics, lack of training, and increase access to guns, illegal drugs and other risk factors. Trends in Washington state show that key barriers to violence prevention are insufficient staffing, inadequate violence prevention training, and sporadic management attention to the issue.²

This course is offered in collaboration with Rutgers University Center for Public Health Workforce Development and New York / New Jersey Education and Research Center



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1. OSHA. Guidelines for preventing workplace violence for healthcare and social service workers (OSHA, 3148-04R). Washington, DC: OSHA, 2015.
2. Foley, M. Rauser, E. Workplace Violence and Aggression, Part 1. Work, vol. 42, no. 1, pp. 67-81. 2012.
3. Phillips, J. Workplace Violence against Health Care Workers in the United States. New England Journal of Medicine, 374(17):1661-1669. 2016.

W WORKPLACE VIOLENCE

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COURSE AGENDA

- 7:30-8:00 am **Registration**
- 8:00-8:05 **Opening Remarks**
Nancy Simcox, MS, Director, Continuing Education Programs, Department of Environmental and Occupational Health Sciences, University of Washington
- 8:05-9:15 **Workplace Violence: Overview of Risk Factors, Current Research, and Challenges in Health Care and Social Services**
Jane Lipscomb, PhD, Principal at Prevention at Work, LLC
Retired as Professor, University of Maryland Schools of Nursing and Medicine and Former Director of the Center for Community Based Engagement and Learning (CCBEL)
- 9:15-10:00 **Characterizing Workplace Violence in the Emergency Department Through Direct Observation of Violent Encounters**
Elizabeth Rosenman, MD, Director of Simulation and Assistance Professor, Department of Emergency Medicine at Harborview Medical Center, University of Washington
- 10:00-10:15 **Break**
- 10:15-11:00 **We're All in This Together: Violence Prevention Climate in Health Care**
Nanette Yragui, PhD, Occupational Health Research Psychologist, Safety and Health Assessment and Research for Prevention (SHARP), Washington State Department of Labor and Industries
- 11:00-11:45 **Applying California's New Workplace Violence Prevention Standard in a Long-Term Care Facility**
Kate Durand, CIH, CSP, Director of Laguna Honda Hospital's Department of Workplace Safety and Emergency Management

- afternoon agenda continued on back



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AGENDA CONTINUED

- 11:45-12:15pm **Tools for Workplace Violence Prevention: Training Resources, Checklists and More**
Lynda Enos, RN, MS, COHN-S, CPE, Certified Professional Ergonomist, HumanFit, LLC
- 12:15-1:00 **Lunch**
Provided by conference
- 1:00-1:30 **Case Studies in Mental Health Resilience**
Nicole Errett, PhD, MSPH, Lecturer, Department of Environmental and Occupational Health Sciences, University of Washington
- 1:30-2:45 **Understanding Stress, Reactions to Trauma, and Obstacles to Addressing Mental Health**
Phil McCabe, CSW, CAS, CDVC, DRCC, Rutgers University School of Public Health, Center for Public Health Workforce Development, NY/NJ Occupational Safety and Health Center
- 2:45-3:00 **Break**
- 3:00-4:45 **Support and Resources for Building Resilience**
Phil McCabe, CSW, CAS, CDVC, DRCC, Rutgers University School of Public Health, Center for Public Health Workforce Development, NY/NJ Occupational Safety and Health Center
- 4:45-5:00 **Closing and Evaluation**

REGISTER FOR THIS COURSE

Registration: \$135

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