



Training Courses:

Workplace Violence in the Health Care Sector

The Counter-Intuitive Approach to Communicating.... When Outcomes are Critical

ERSME © A State of Mind ... A Way of Behaving

BENEFITS



ERSME® Training teaches healthcare workers a "risk based" and "counter-intuitive" approach to communicating when the outcomes are critical. The program supports the policy directive's 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 behavior.

The core syllabus incorporates:-

- The workplace violence prevention policy & risk factors that cause or contribute to assaults;
- Early recognition of escalating behaviour or recognition of warning signs or situations that may lead to assaults;
- Ways to prevent or diffuse volatile situations or aggressive behaviour, manage anger and appropriately use medications as chemical restraints;
- A standard response action plan for violent situations, including the availability of assistance, response to alarm systems and communication procedures;
- Ways to deal with hostile people other than patients and clients, such as relatives and visitors;
- Progressive behaviour control methods and safe methods to apply restraints;
- The location and operation of safety devices such as alarm systems, along with the required maintenance schedules and procedures;
- Ways to protect oneself and co-workers, including use of the "buddy system;"
- Policies and procedures for reporting and recordkeeping;
- Information on multicultural diversity to increase staff sensitivity to racial and ethnic issues and differences; and
- Policies and procedures for obtaining medical care, counselling, workers' compensation or legal assistance after a violent episode or injury.

- Delivery system that offers a range of flexible, contextualized and customized solutions to meet your needs, including E-learning, Face to Face or a blend of both
- Nationally Accredited Training Programs aligned to Units of Competency
- The skills staff learn will enhance your reputation with patients
- Training Program that, through design can be delivered "just in time" instead of "just in case"
- Increased staff confidence in managing violence
- Increased staff skills to competently manage violent incidents
- Reduction in fear and anxiety amongst staff
- Happier and more productive staff improving retention rates
- Safer workplace environment for patients, staff and others
- Decrease in number of incidents of aggression
- Decrease in number of injuries to staff and patients
- Decrease in the level of aggression and types of injury
- Decrease in absenteeism
- Reduce the enormous human and economic costs attributed to aggression and violence in the workplace.
- Decrease in overall costs associated with delivering health care services

TRAINING SOLUTIONS

The Dealing with Workplace Violence Programs can be delivered via a range of mediums subject to client need and sought outcomes. For KFMC the following is suggested and includes a combination of a theory and practical approach:

- **Course 1: Managing Workplace Violence (Management):**
 - Duration: 3 hours
 - 100 + candidates
 - 1 session
- **Course 2: Workplace Aggression (Security Staff)**
 - Duration: 1 day
 - 15 candidates
 - 3 sessions
- **Course 3: Managing Workplace Violence (Supervisors):**
 - Duration: 1 day
 - 60 candidates (total 120)
 - 4 sessions

CUSTOMISATION

Although all courses are based on material provided by the International Labour Organization, International Council of Nurses, World Health Organization and Public Services International, all ERSME Training Solutions can be contextualized and customized to meet your organizations specific needs. This can include incorporating your internal policies and procedures into the programs.

PROGRAM MODULES

ERSME® Training Solutions can comprise the following modules:-

- **Introduction and Reasons for Aggression:** Understanding factors that influence aggression and how aggression may lead to violence.
- **Determine:** A model to assist in accurately and quickly identifying and assessing "risk" factors
- **Defuse:** 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 behaviors aimed at de-escalation.
- **Restraint:** Providing staff with physical restraint techniques in circumstances where it is both justified and necessary for the persons own protection or the protection of others from serious harm.
- **Disengage:** Skills to tactically withdraw from unsafe and violent situations.

REFERENCES

ERSME has conducted a wide range of Workplace Violence courses in more than 42 countries worldwide. The clients range from Health Care to Petrochemical companies with training being delivered to all levels of these organizations. The following is an extract of current clients.

Yanbu Refinery Department
BAPCO
Jeddah Refinery
SABIC
Saudi Aramco
Ju'aymah Gas Plant

American Society of Safety Engineers (ASSE)
Ministry Of Education
Abdullatif Alisa Group
Abqaiq Plants (Aramco)
Arabian Al-Kanar
ZP Arabia

SAMAMA
Group Razel
Arabian Contracting
Saudi Arabian Mining Company (Ma'aden)
Saudi Binladen Group
SINOPEC

Here's what some studies into violence & the health-care industry have found.

1. *The Lyneham study identified that 40% of nurses in metropolitan emergency departments and 30% in rural hospitals experienced some form of physical intimidation or assault each month.*
2. *Nursing is internationally recognized as an occupation that has significant exposure to workplace violence. The A/C has identified the health industry as the most violent industry in Australia with nurses having the second highest number of violence related workers compensation claims (95/96) ranking higher than Police.*
3. *Adverse antisocial behavior, mental illness and the pervasiveness of illegal substances, drug and alcohol abuse has had a significant impact on the incidence of workplace violence for the healthcare industry.*
4. *Nurses have been identified as the occupational group most at risk of violence in the workplace in Australia (Mayhew 2000). Recent studies indicate that 95% of nurse respondents had experienced repeated episodes of verbal aggression in the year prior to the study and 80% reported multiple*

PROVIDER ACCREDITATION

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