



# A Culture of Safety: Addressing Workplace Violence (WPV) in Medical Settings

3 Part Series on Thursdays @ Noon: June 29, July 20 & July 27

6/29: 12 pm - 1:30 pm | 7/20: 12 pm - 1 pm | 7/27 12 pm - 1 pm

LIVE WEBINAR

**W**orkplace Violence (WPV) in healthcare is an epidemic that has continued to grow during the COVID-19 pandemic. This series explores the current state of WPV in healthcare and its implications on health workers, healthcare systems, and patient care, with a specific focus on evidence-based interventions that can reduce the risk of WPV. Participants in this series will be provided with information related to maintaining personal safety and the safety of our patients with particular attention placed upon assessment skills and techniques that may be used when interacting with patients and reviewing caseloads. Each participant will begin the development of a personal/agency safety plan and an overall approach to developing effective and sustainable violence prevention programs that meet current and proposed regulatory requirements with a focus on tools that can be used to assess patient/family members for risk of violence. Finally, participants will have an opportunity to practice de-escalation skills with our speakers along with ongoing follow-up sessions with our Practice Support Coaches.

## Fee:

No fee; Easy registration online @ [piedmontahec.org](https://www.piedmontahec.org). For multiple registrations or to mail in with payment, [click this link for a fill-in registration form](#).

## Credit:

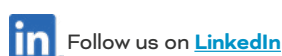
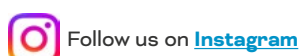
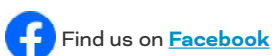
- 3.50 Nursing Contact Hours
- 3.50 AMA PRA Category 1 Credit™
- 3.50 CME for Physician Assistants
- 3.50 Contact Hours (category A) CE for NC Psychologists
- 3.50 NBCC Hours
- 3.50 Contact Hours

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## Speakers:

**Lynda Enos, RN, BSN, MS, COHN-S, CPE** is a certified occupational health nurse and certified professional ergonomist with over 30 years of work and consulting experience in industrial and health care ergonomics and safety with over 200 companies nationwide. She holds an undergraduate degree in nursing and a graduate degree in human factors/ergonomics from the University of Idaho.



Work experience includes consultation in safe patient handling and mobility (SPHM) and ergonomics for over 40 hospital systems, clinics, assisted living facilities, and home health and hospice services. Assistance includes development, facilitation, and evaluation of SPHM programs for several years per facility.

In 2017, Ms. Enos completed a 2-year project for the Oregon Association for Hospitals and Health Systems (OAHHS) that included helping 5 hospitals in Oregon to review their existing workplace violence prevention (WPV) programs and develop comprehensive program plans to address WPV.

Using lessons learned from this project and an extensive review of violence prevention literature, Ms. Enos developed a comprehensive toolkit for prevention violence in healthcare. The "Oregon Workplace Safety Initiative Workplace Violence in Healthcare: A Toolkit for Prevention and Management" was published in December 2017 and extensively updated in March 2020.

Ms. Enos has since worked with several state-based hospital associations to conduct in-person and virtual WPV prevention workshops that are based on the Oregon WPV toolkit, for numerous healthcare organizations.

In 2019, Ms. Enos assisted the Oregon State Stabilization and Crisis Unit (SACU) to further develop their WPV prevention program for 23 group homes for adults and children.

Ms. Enos is a subject matter expert for several regulatory and research entities including, the American Nurses Association, the International Standards Organization, and the Joint Commission.

**Matthew Sullivan JD, MSW** served the Town of Chapel Hill in a number of roles over a 32-year career. His last appointment was as Fire Chief, where he was responsible for Town and Departmental leadership and oversight. As a member of the Town's executive staff he participated in the development and implementation of the Town's strategic vision. Other positions that Matt held during his career include Emergency Management Coordinator, Interim Director of Planning and Sustainability, Staff Legal Advisor, Interim Police Attorney, Police Crisis Counselor, Narcotics Investigator, Departmental Hostage Negotiator, Community Police Officer, Crime Prevention Officer and DARE Officer.



Matt received his undergraduate degree in Political Science from UNC-Chapel Hill in 1989 and a Master of Social Work Degree from UNC-Chapel Hill in 1997. He received a Degree in Law from North Carolina Central University in 2006 and is a member of the North Carolina State and Judicial District 15-B Bars. From 1995 to 1999, Matt was appointed Coordinator of Substance Abuse Programs at The University of North Carolina at Chapel Hill. In this capacity, he had the responsibility of administering the day to day operations of the campus alcohol and other drug treatment and prevention efforts. Much emphasis was also placed on environmental interventions directed to altering campus social norms surrounding dangerous student drinking and life skill development in student athletes.

Matt is an adjunct faculty member to the University of North Carolina School of Social Work. He is a certified North Carolina Criminal Justice Instructor and is certified in Critical Incident Stress Management. He previously served as Chair of the Judicial District 15-B Criminal Justice Community Partnership Adult Services Advisory Committee and on the UNC-CH General Alumni Association Board of Directors. He currently serves on the Board of Directors for the NC Governor's Institute (on Substance Abuse) and for the South Orange Rescue Squad. Matt is a recipient of the Order of the Long Leaf Pine, the 2019 Chapel Hill Chamber Town and Gown Award, The Chapel Hill Police Department's Herman Stone Award for Community Service and a Distinguished Alumnus Award from the UNC-School of Social Work. In 1994 he was named Chapel Hill Police Officer of the Year.

## Learning Objectives:

- Examine the scope and cost of WPV in healthcare to patients, healthcare workers, and organizations. (Lynda Enos)
- Discuss an approach to developing effective WPV programs in medical settings that includes evidence-based interventions to manage and prevent WPV. (Lynda Enos)
- Identify resources that can be used to enhance or develop a WPV program. (Lynda Enos)
- Articulate multiple risk factors that might lead to violent or hostile behavior. (Matthew Sullivan)
- Identify the components of, and develop a Personal/ Agency Safety Plan. (Matthew Sullivan)
- Recognize warning signs of violence and describe the pattern of escalation that is associated with violent behavior. (Matthew Sullivan)
- Identify targeted de-escalation techniques that can be used to diffuse hostility, anger and/or aggression. (Matthew Sullivan)

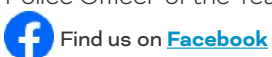
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