

CREATING A CULTURE OF SAFETY:

Critical Access Hospitals

Proactive Strategies for Reducing and Preventing Workplace Violence

April 23, 2024 | 10:00am -3:00pm | Arrowwood Resort, Oacoma



Michael Dunning VP, Public Safety & Emergency Management, ScionHealth



Lisa Terry, CHPA, CPP Chief Development Officer, Vistelar, LLC

If you work in a South Dakota Critical Access Hospital and are interested in attending this in-person event, please click the button below or visit <u>sdaho.org/calendar</u>.



This exclusive Critical Access Hospital event is open to South Dakota CAHs for a maximum of 2 staff from each facility.

Topics to be covered during this in-person event include:

- Identify Risk Factors: Recognize and assess the risk factors contributing to workplace violence, including patient-related stressors and high-pressure situations.
- **Implement Security Protocols:** Develop and implement robust security protocols and access controls to minimize the risk of violent incidents.
- Strengthen Communication Skills: Enhance communication skills to effectively navigate and mediate conflicts, promoting a positive and respectful work environment.
- **Create a Safe Physical Environment:** Design hospital spaces and layouts that prioritize safety, reducing opportunities for violence and enhancing staff security.
- **Establish Emergency Response Plans:** Formulate comprehensive emergency response plans that guide staff in effectively managing and containing violent incidents.
- Address Trauma-Informed Care: Integrate traumainformed care principles into workplace practices to provide sensitive and supportive care to patients, minimizing triggers.



Acknowledgment and Disclaimer: This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$866,675 with 0% percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government.