

# Healthcare Specific Prevention Programs

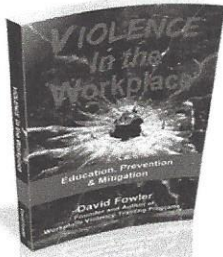


*Prevent Workplace Violence*

Presented by Mark Mooring, MPA, CHPA, CPP

PROPER AUTHORITIES (800) 994-4991  
[www.ProperAuthorities.com](http://www.ProperAuthorities.com)

## AVADE® Training



The AVADE® WPV Prevention training is designed to educate, prevent and mitigate the risk of violence to individuals in Healthcare

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## MENTAL ATTITUDE

**“Survivor” – the Movie**

Producer  
Director  
Star

## Workplace Violence Defined

Workplace violence is any act of aggression, verbal assault, physical assault, or threatening behavior that occurs in the workplace environment and causes physical or emotional harm to patients, staff or visitors.

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## The AVADE® Principles

A = Awareness  
V = Vigilance  
A = Avoidance  
D = Defense  
E = Escape/Environment



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### National Center for Victims of Crime



More than 75% of workplace violence victims DID NOT Fight back !!!

List 3 reasons people don't take action

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

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## Environmental Awareness

An understanding that external physical conditions can affect and influence our well being, our effort, and even physical survival.

## Environmental Awareness

Creating an Awareness of what is around you at all times is described as a 360-degree environmental awareness.



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Incident  
+  
Response  
=  
Outcome

## Hard Target vs. Easy Target

### Awareness

- Confident Presence
  - Eyes Up
  - Head Up
  - Erect Posture
  - Confident Stride
  - Purposeful Actions
- Assertive Presence
- Defensive Presence

### Un-Aware

- Non-Confident Presence
  - Eyes Down
  - Head Down
  - Slumped Posture
  - Distracted
  - Non Specific Actions
- Meek Presence
- Submissive Presence
- Isolated

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## Vigilance

The practice of paying attention to internal and external messages with regards to ourselves, other people, things and events.



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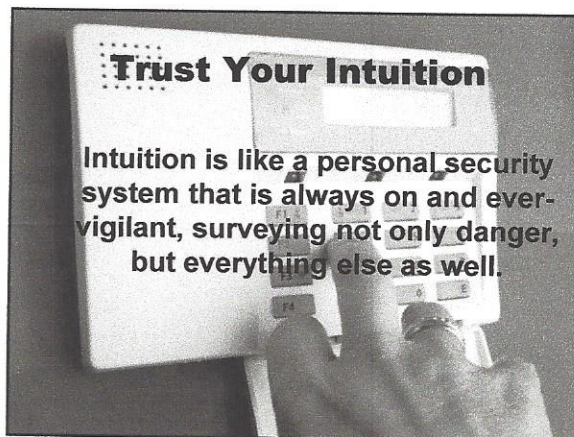
## Situational Awareness

**I + R = O**

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## Trust Your Intuition

Intuition is like a personal security system that is always on and ever-vigilant, surveying not only danger, but everything else as well.



## General Safety Measures

× Security Plan

× Security

– Policies & Procedures

× Following Procedures



Un-prepared  
 ?No Clue? When!!! not If???

No Plan

What ... will I do?

Where... do I go?

How... do I Survive?

Not Aware

## 5 Types of Victims

- ▶ Un-Suspecting
- ▶ Un-Prepared
- ▶ Un-Secured
- ▶ Un-Intelligent
- ▶ Un-Fortunate

## Tactical Considerations

### Placement of Person

- Escorting
- Standing
- Sitting
- Lying



### Placement of Staff

- Door(s)
- OWN the DOOR
- Obstacles
- Multiple Staff



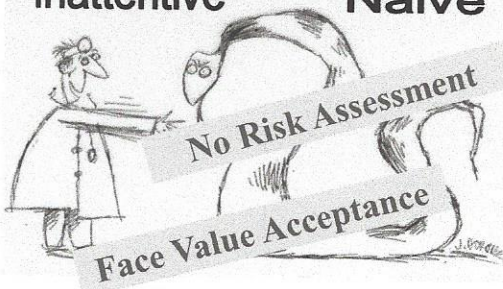
Where is your "back-up?"

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Un-suspecting

Inattentive

Naive



## PHYSICAL MANUEVERS TO AVOID AND DIFFUSE VIOLENT BEHAVIOR

- Awareness of surroundings

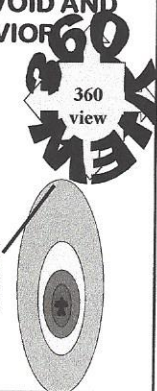
Position of Advantage

⊕ Cornering

⊕ Distancing

– Boundary setting

4 feet



### Person and DISTANCE

- Patient Care
  - Hands on
- Visitors
  - Confidential
  - Supportive
- Close in
- Contact

### The A-B-C's of a Proper Escort

- Have the individual walk in front of you.
- Maintain a 45-degree angle behind them with proper distance.
- Use your verbal and non-verbal skills to direct them where you want them to go.
- Avoid pointing and maintain your awareness.

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### The Distance Rule

As a rule if we are within 4' of an assaultive patient and they decide to strike there is very little time to react. Action beats Reaction within the strike zone.

**Strike Zone**

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### Plan of Action

## Your Approach

**Verbal**  
Command Presence  
**Ability:** Physical and Mental  
**Teamwork:**  
Who can best handle?  
Are you prepared? And capable?

### The "Right" Angle

When approaching individuals who are in the assault cycle (stressed, intoxicated, angry, combative), we should approach at a 45 degree angle versus approaching them head on. This type of approach reduces tension and is a safer.

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### Tunnel Vision

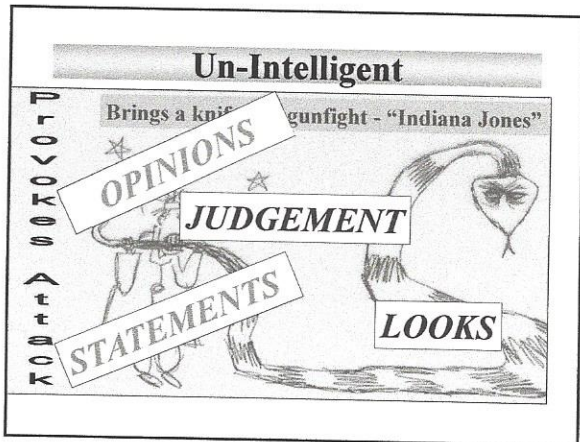
Un-Secured

Aware, but in denial!

Trapped 360° Distracted

Pre-Occupied

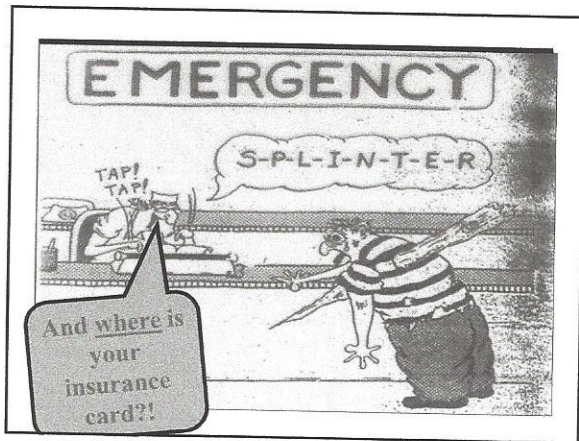
No Preventative Measures Taken



## What is Self-Defense?

Self-defense is the right to use reasonable force to protect one's self or others from bodily harm from the attack of an aggressor, if you have reason to believe that you or they are in danger.

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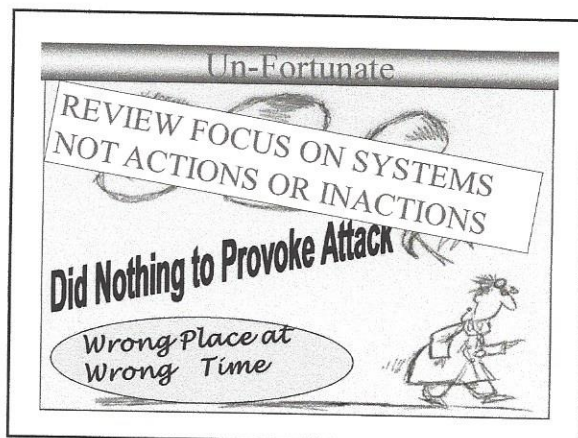
## SELF DEFENSE

### How does it apply?

1. Avoid
2. De-escalate
3. Get Away
4. Defend

*Last Resort  
Reasonable*

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## Time and Distance = Safety

- The concept of time or distance illustrates that having time or distance can give us distance or time from a violent person, place, event or thing.

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## Weapons and Time/Distance

- Unarmed Attacks = 4-6' (minimum)
- Clubs/Sticks
- Knives/Edged or Sharpened Weapons
- Thrown Objects
- Guns

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## Know your environment....

Check for:



## ESCAPE ROUTES

How to access - where do they lead?

How can you be secure?

Can you buy time?



## Dangerous Weapons in YOUR workplace

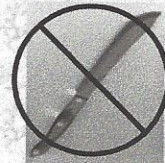
- Pens
- Chairs
- Stethoscopes
- Name Badges/Lanyards
- Instruments/items that can be moved
- Edged Weapons: scalpels, scissors, syringes etc...



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## ARMED SYMPTOMS

A GUN IS SEEN AT ANY TIME



Knife or other "weapon" displayed in a threatening manner

## Escape Planning

Developing escape plans for your various environments prepares you for the unfortunate event that you may need to escape from in a dangerous situation.

This preparation is not intended to make you scared or paranoid, but to prepare you for the unexpected.

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## Armed Prescription

- Leave the Area

Safe Distance

Safe distance from a knife?



- Take Cover

Concealment or Cover

"Cover"

- Solid - Thick

EXIT(S)



- Call Police (911)





**Always  
Watch  
The Hands**



**Thank You**  
*and stay safe out there!*

“CALL ANYTIME”

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