Reducing Clinical Violence:
Train to Create Clinical Relationships That are Incompatible With Conflict

Your Speakers
Joel Lashley
Loss Prevention Supervisor
Aurora Health Care

Dennis Hafeman
Loss Prevention Training Coordinator
Aurora Health Care

How much danger?
What is the most dangerous profession for a violent assault?
Bartending? Bus Driving? Nursing?

How bad is it?
Number of assaults on health care and social service workers reported nationwide in 2013:
A) 1157  
B) 9408  
C) 18,966

Healthcare...Most Violent Profession
Healthcare workers face significant risks of job-related violence

Current Statistics May Be Low
- Government sources require significant injuries to qualify for statistics.
- Healthcare workers tend to under-report.
The Big Mean Angry Biker

Social Contract

A social contract is an informal agreement among the members of a group or facility, regarding how its members are expected to behave.

The Health Care Social Contract

How do you set the social contract in a hospital?

“The limit does not exist until you set it.”

Dr. George Thompson

The 7 Myths of Health Care Violence

The Midas “Gold Touch” Myth

Why we’re targets

1. “If you say something, it will make it worse.”
2. “Don’t sweat the small stuff.”
3. “Kill them with kindness.”
4. “People behave badly when they are sick.”
5. “Violence is part of the Job.”
6. “The customer is always right.”
7. “Things really aren’t that bad.”

The Persuasion Sequence

• Ask
• Tell them why
• Give them choices, not threats
• Give them a second chance
• Take appropriate action
"SHOWTIME!"

"All behavior equalizes"

THE UNIVERSAL GREETING

1. Appropriate greeting
2. Introduce yourself and your role
3. Explain the reason for the contact
4. Ask a relevant question

TAKEAWAYS

Universal Greeting
1. Appropriate greeting — "Hello" or "Good morning/ evening."
2. Name and role — "I'm Jennifer, your nurse for the day."
3. Reason for contact — "It's time to take your medications."
4. Ask a relevant question — "How are you feeling right now, any pain?"

Persuasion Sequence
1. Ask — "I know this is difficult, but can I ask you please not to yell and curse?"
2. Tell them why — "There are other sick patients on the floor and you're disturbing them."
3. Offer options — "If you stop yelling I can see what's taking so long. But if you insist on disturbing the other patients, I'll have to call security."
4. Give another chance — "Is there anything I can say to get you to stop yelling and cursing before I have to call security? I'd like to work with you."
5. Take appropriate action

REFERENCES


www.ConfidenceInConflict.com
www.Vistelar.com