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Return Registration with to:

Epicare Associates, Inc.
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For more information contact:

Epicare Associates, Inc.
(973) 228-4250
Email: enlombardi@epicare.com

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Certificates

Your fee includes a contact hour certificate. Replacements are \$5.00 each.



Presents

**CRISIS
INTERVENTION
IN THE
WORKPLACE
CERTIFICATION
TRAINING**

973-228-4250

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selections, dates, locations and
special rate offers.***

Purpose:

This interactive program provides the participants with the knowledge and skills to appropriately respond to crisis situations which may be potentially violent in the workplace.

Objective:

Module 1:

- Complete a self-assessment of their knowledge of Crisis Intervention.
- Define workplace violence.
- State the risk factors of workplace violence for health care workers.
- Recognizing key characteristics of Gang members
- List three criteria of potential violence.
- Self assess their verbal and nonverbal communication which may have an effect on other's behavior
- Define horizontal violence
- Correlate the JCAHO Patient Safety Standards to crisis intervention

Module 2:

- Identify factors that may contribute to potentially violent behavior.
- State the factors of anxiety escalation and the appropriate interventions.
- State the factors of verbal and nonverbal communication which may escalate and de-escalate crisis situations.
- Employ limit-setting techniques in a therapeutic environment.
- Describe Staff interventions to diffuse anger.

Module 3:

- Cite the criteria for assessing assaultive behavior.
- State the benefits of a designated team leader.
- Utilize personal protective maneuvers in a crisis situation

Module 4:

- Define restraints.
- Verbalize the least restrictive measures prior to restraint and seclusion.
- State the risk factors for restraint use.
- Demonstrate the use of physical restraint.
- Describe the legal implications of restraint documentation.

Agenda:

- 8:00 – 9:30am Module 1
 - Assessment
 - Worksite Analysis
 - Video
- 9:30 – 9:45pm Break
- 9:45 – 11:15am Module 2
 - Video
 - Anxiety Escalation Chart
- 11:15 – 12:45pm Module 3
 - Video
 - Violent Outburst
 - Case Studies
- 12:45 – 1:45pm Lunch
- 1:45 - 3:15pm Module 4
 - Workbook w/interactive
- 3:15-3:30pm Break
- 3:30-4:00pm Post Test/competency Checklist
- 4:00 – 4:30pm Review/Evaluation

Faculty:

Sally Ann Corbo, Ed.S., APN-BC, NEA-BC

Sally is the President of Epicare Associates, Inc. a consulting firm specializing in outsourced training for healthcare organizations. She has an extensive teaching background and was previously the Director, Nursing Education at The New York Hospital-Cornell Medical Center. She is certified by the American Nurses Association as a Clinical Specialist in Adult Psychiatric and Mental Health Nursing and Nursing Administration Advanced

Marianne Howard Siewers MS, APRN-BC

Marianne originally started as a certified CPI Instructor in 1986. She has been in Psychiatric Nursing for 31 years, employed by the City of New York in numerous psychiatric nursing positions: Director of Psych ED, Director of Mobile Crisis and Director of Psych Nursing. Marianne is certified in Adult Mental Health Nursing by ANCC.

7.0 contact hours awarded
for full day attendance.