

Improving Hospital Safety & Security

Strengthening Interdisciplinary Responses to Violence & Aggression

21st & 22nd February 2018, CQ Functions Melbourne

Key Speakers



Dr Michael Golding
Director of Emergency
**PRINCE OF WALES
HOSPITAL, NSW**



Kevin Tuohey
President
**INTERNATIONAL
ASSOCIATION FOR
HEALTHCARE SAFETY &
SECURITY, USA**



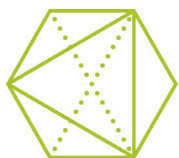
Susan Harding
Nursing Unit Manager
**ROYAL MELBOURNE
HOSPITAL, VIC**



John Ludvigson
Director Client Services,
Security & Emergency
**CANBERRA HOSPITAL,
ACT**

*Featuring interactive discussions led by practitioners across
emergency, mental health, aged care, security, OH&S, police &
ambulance backgrounds*

This conference is endorsed by ACN according to our Continuing Professional Development (CPD) Endorsed Course Standards.



ACN



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HealthTimes

Workshops

- A How to maximise data to drive a holistic approach to OVA management
- B How to improve integrated incident-responses
- C Overcoming barriers to effective communication in Healthcare

Attend and learn how to:

- Strengthen approaches to incident prevention & embed a safety culture
- Enhance **team communication** & **coordinated** interventional responses
- Improve **post-incident** management and **evaluation**
- Develop a **multifaceted** approach to reduce aggression in **mental health** patients

Spaces are limited, book today!

Call (02) 9239 5786 to register

Tackling violence and aggression in Australian Healthcare

Up to 95% of healthcare workers have experienced verbal or physical assault - WorkSafe Victoria

The implications of Occupational Violence and Aggression (OVA) have far reaching consequences on the safety and long-term wellbeing of hospital staff, patients and visitors. While OVA is common, it should not be tolerated or become an accepted part of the job.

This conference will bring together key stakeholders across clinical, security, police and paramedic backgrounds to share tangible strategies to improve coordinated approaches to prevention, intervention and post-incident responses.

SAVE \$300
when you book
& pay by
**24th November
2017**

This conference will focus on:

- Strengthening **incident prevention** & embedding a **safety culture**
- Boosting **interdisciplinary** & **interagency** collaboration & communication
- Supporting staff wellbeing **post-incident**
- Utilising **data & technology** to inform **hospital initiatives**
- Navigating **legal issues** & balancing **duty of care** with staff safety

Who will attend?

Clinicians responsible for:

- Emergency
- Mental Health
- Drug & Alcohol
- Aged Care
- General Medicine

Security & patient services personnel responsible for:

- Security Services
- Patient Support Services
- Facilities Management
- OHS/WHS, OVA
- Operations

"A positive, professional and focused conference aimed at addressing the realities of violence in the healthcare system"

- Andrew Adams, Queensland Health

Improving Hospital Safety & Security in Hospitals attendee, 2017

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To register

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- www.criterionconferences.com/event/ihss

Plus key contributions from:

Janelle Hearn
Department of Health & Human Services, VIC

Barbara Stevens & Tiffany Plummer
St Vincent's Hospital Melbourne, VIC

Senior Representative
WorkSafe Victoria

Fred Graham
Princess Alexandra Hospital, QLD

Kellie Kaczorowski & Mitchell Grimston
Nepean & Blue Mountains Local Health District, NSW

Luke Lindsay
Gold Coast & Robina Hospital, QLD

Anthony Pryzibilla
SA Ambulance Service

Karl Robertson
Toowoomba & Darling Downs Hospital & Health Service, QLD

Dr Robert Day
Royal North Shore Hospital

Lita Olsson
Metro North Hospital & Health Service QLD

Joanna Griffiths
Occupational Violence Implementation Committee, QLD

Jim Snipe
Alfred Health, VIC

Day 1

Wednesday 21st February 2018

8:00 Registration, coffee & networking

8:30 Welcome remarks from the Chair

Embedding a safety culture

8:40 It's never OK- changing culture towards OVA in hospitals

- Driving change through public awareness campaigns
- The impact on the physical and mental wellbeing of staff
- Behavioural, environmental and policy interventions

Senior Representative
WorkSafe Victoria

9:20 It's you or it's me – changing workplace culture

- Balancing patient demand and acuity
- Managing workplace expectations and responsibilities
- Escalation and reporting process- it's OK not to be OK
- Staff retention- allocations, rostering and support processes

Susan Harding, Nursing Unit Manager, Emergency
Royal Melbourne, VIC

10:00 The role of Safety Culture Coordinators in response to OV

- Lessons learned post shooting: the Safety Culture Coordinator pilot
- Improving multi-disciplinary team safety through district-wide strategies
- Empowering staff to be agents of change through skills and communication

Kellie Kaczorowski &
Mitchell Grimston, Safety Culture Coordinator
Nepean Blue Mountains Local Health District, NSW

10:40 Morning tea & networking



PANEL DISCUSSION

11:10 Drawing a line in the sand: balancing patient safety & duty of care with staff safety

- **Legal:** General Counsel, Alfred Health, VIC
- **Emergency:** Susan Harding, Royal Melbourne Hospital, VIC
- **Security:** Karl Robertson, Toowoomba & Darling Downs Health Service, QLD
- **Aged Care:** Fred Graham, Princess Alexandra Hospital, QLD

11:40 Keeping staff and patients safe in the emergency department

- A multidisciplinary approach to managing violent or aggressive patients arriving in ED
- Strategies to manage behaviourally disturbed patients staying in the ED

Dr Robert Day
Royal North Shore Hospital, NSW

12:20 Networking lunch

Strengthening approaches to prevention



KEYNOTE PRESENTATION

1:20 A framework for preventing & managing OVA

- The importance of a whole of health strategy to changing OVA culture
- Implementing a standardised Code Grey policy

Janelle Hearn, Principal Project Manager
Department of Health & Human Services, VIC

2:00 Desire, design and deliberation: a model for prevention

- Addressing a permissive culture of aggression against healthcare staff
- Designing spaces and procedures aimed at OV prevention

Dr Michael Golding, Director of Emergency
Prince of Wales hospital, NSW

2:40 Afternoon tea & networking

Enhance interdisciplinary & interagency communication

3:10 Strengthening relationships between security & clinical staff

- The utilisation of Security as an asset
- Karl Robertson, Manager Fire Safety & Security
Toowoomba & Darling Downs Hospital, QLD

3:50 Proactive engagement between the ambulance service & hospitals

- Ambulance management of challenging behaviours pre-hospital
- An integrated approach to improved patient management
- Improving communication at discharge to avoid readmissions and improve outcomes for mental health and complex patients

Anthony Pryzibilla, Operations Manager
SA Ambulance ServiceA

4:30 Forging strong partnerships between healthcare & police

- Improving interagency training and debriefing
- Working collaboratively to boost reporting of assaults against staff

Sergeant Ali Gurdag
Melbourne West Police, VIC

5:10 Closing remarks from the Chair & close of day one

5:15 Networking Drinks

5:30 Mid Conference Workshop B commences:

How to improve integrated incident-responses

Day 2

Thursday 22nd February 2018

SAVE \$200

when you register & pay by
15th December 2017

8:00 Welcome, coffee & networking

8:30 Opening remarks from the Chair

Improving coordinated interventionary responses



KEYNOTE

8:40 Collaboration in assessing & mitigating risks

- Understanding Risk Assessment from different perspectives
- Planning for an operational environment that supports mitigation
- Working, training, improving together

Kevin Tuohey, President

International Association for Healthcare Safety & Security, USA



9:20 The importance of a team approach to Code Grey

- Building professional relationships
- Strengthening incident-response skills through training
- Achieving improved Code Grey outcomes

Barbara Stevens, Emergency Management Coordinator &

Tiffany Plummer, Aggression Investigator Coordinator

St Vincent's Hospital Melbourne, VIC

10:00 Morning tea & networking



INTERACTIVE PRESENTATION

10:30 Scenario-based problem solving

Led by leaders from a range of specialist background, delegates will work in groups to discuss potential situations and navigate the grey areas.

Emergency: Dr Michael Golding, Prince of Wales Hospital, NSW

Mental Health: Luke Lindsay, Gold Coast & Robina Hospital, QLD

OH&S: Kellie Kaczorowski & Mitchell Grimston, Nepean Blue Mountains LHD, NSW



ROUNDTABLE DISCUSSION

11:10

12:10 Networking lunch

1:10 A clinically-led approach to behavioural management of dementia & delirium

- Understanding triggers and causes of aggression
- Balancing a duty of care to patients and staff
- Minimising physical and chemical restraint

Fred Graham, Clinical Nurse Consultant- Dementia & Delirium

Princess Alexandra Hospital, QLD

Improve post- incident management & evaluation

1:50 What does a process of exclusion policy look like?

- Translating policy into practice
- Is it effective in addressing violence among repeat offenders?
- Supporting a zero tolerance culture

Iresha Herath, General Counsel

Western Health



PANEL DISCUSSION

2:30 What can we learn from post-incident debriefing & data?

- Is post incident debriefing effective in addressing the wellbeing of staff?
- What can we learn from incident data?
- How can we better plan and prepare for the future?

Lita Olsson, Metro North Hospital & Health Service, QLD

Barbara Stevens, St Vincent's Hospital Melbourne, VIC

Jim Snipe, Alfred Health, VIC

3:10 Afternoon tea & networking

Mental health: a multifaceted approach to reducing violence & aggression

3:40 Acute Behavioural Disturbance in the Emergency Department setting

- Strategies for management of acute behavioural disturbance
- Reduction of restrictive intervention strategies
- Summary of our violence and aggression education

Luke Lindsay

Clinical Manager, Acute Care Team - Mental Health Emergency

Gold Coast University Hospital & Robina Hospital, QLD

4:20 What a coordinated approach looks like in a secure mental health facility

- Understanding security's extension of power
- Navigating the challenges of restraint and safety

John Ludvigson, Director Client Services, Security & Emergency

Canberra Hospital, ACT

Also facilitating Mid Conference Workshop B: How to improve integrated incident-responses

5:00 Closing remarks from the Chair & close of Conference

5:15 Post Conference Workshop C commences:

Overcoming barriers to effective communication in Healthcare

Workshops

Practical lessons and strategies to implement in your hospital

How to maximise data to drive a holistic approach to OVA management

Pre Conference Workshop A

Tuesday 20th February, 2018, 4.00pm - 7.00pm

Price: \$399 + GST

Workshop leader



Lita Olsson, Occupational Violence Project Lead, Metro North Hospital & Health Service & Joanna Griffiths, Project Manager, State-wide Working Groups, Occupational Violence Implementation Committee

The workshop

The insights gathered from data and technology can go a long way in improving post-incident management and evaluation to increase protections and outcomes for healthcare workers. The question is, how can we maximise this data to shape meaningful responses and initiatives in hospitals to prevent and mitigate Occupational Violence?

Why attend this workshop?

- Hear how data has driven post-incident responses to Occupational Violence in both Metro North Hospital & Health Service and right across Queensland through these initiatives
- Learn from these initiatives: Trial of Emergency Department Ambassador, embedding Security in Emergency - getting the right person for the job, healthcare Security vs pub bouncer

What you will take away from attending:

- Learn how we use incident data and technology to identify and analyse trends
- Learn how we translate this data into effective and meaningful initiatives
- Understand how to improve post-incident support to protect healthcare staff

** Refreshments & dinner provided*

How to improve integrated incident-responses

Mid Conference Workshop B

Wednesday 21st February 2018, 5.30pm - 8.30pm

Price: \$399 + GST

Workshop leader



John Ludvigson, Director Client Services, Security & Emergency Canberra Hospital, ACT

The workshop

This workshop will take a strategic look at how hospitals can improve coordinated and interdisciplinary responses, focusing on team collaboration between clinical and security staff. John will lead an in-depth workshop discussing everything from early preventative approaches through to Code Black incident responses.

Why attend this workshop?

- Understand how to balance safety for patients and nursing staff
- Review use of force and alternative de-escalation strategies

What you will take away from attending:

- Improve incident-responses through advanced procedural training
- Improve risk assessment and management when dealing with acute aggression
- Learn how to build rapport between security and clinical staff before incidents occur

** Refreshments & dinner provided*

Book all Workshops and
SAVE \$200

Overcoming barriers to effective communication in Healthcare

Post Conference Workshop C

Thursday 22nd February 2018, 5.15pm - 8.15pm

Price: \$399 + GST

Workshop leader



Jim Snipe, Lead Trainer- Management of clinical aggression and violence Alfred Health, VIC

The workshop

Can we make people angry and aggressive? How well a patient understands the information being given to them can potentially impact their behaviour and heighten their emotional state.

This workshop will look at communication between patients and staff in healthcare and what skills and strategies can be considered to mitigate potential escalation and risks

Why attend this workshop?

- Discuss why healthcare staff sometimes continue with prescriptive methods of communication with patients
- Identify common ineffective ways of communication with patients that can cause anger and aggression

What will you take away by attending?

- Strategies to improve staff to patient communication
- Alternative communication skills to diffuse potential agitation, anger and aggression

**Refreshments & dinner provided*

Pricing & Registration

Improving Hospital Security & Safety

21st & 22nd February 2018
Melbourne

Delegate Details Please photocopy for additional delegates and return via email

Title:	First Name:
Surname:	
Job Title:	
Organisation:	
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Tick relevant box	Book & pay by 24 Nov 2017*	Book & pay by 15 Dec 2017*	Book & pay by 25 Jan 2018*	Standard price AFTER 25 Jan 2018*
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Workshop attendees must also register for the conference.

***Early bird prices subject to availability.**

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