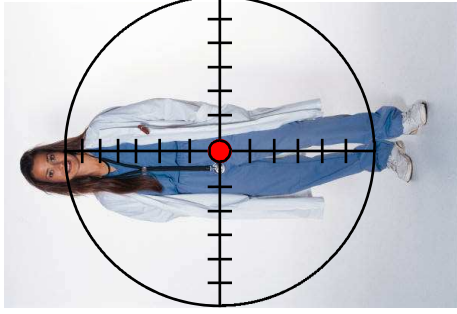


THE ESSENTIALS OF AGGRESSION MANAGEMENT IN HEALTHCARE *FROM TALKDOWN TO TAKEDOWN®*

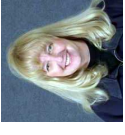


*A Personal Safety Program For
Healthcare Professionals By
Healthcare Professionals*

OUR STAFF OF QUALIFIED INSTRUCTORS



Steve Wilder, CHSP, EMT-P
Steve has been training healthcare professionals in aggression management since 1983. A paramedic with 27 years fire service experience, Steve has also spent the past 20 years in healthcare risk management in hospitals and nursing homes.



Cathey Eide, CCP, EMT-P
Cathey has been involved in providing medical education since 1987, and has trained paramedics and nurses across the nation. She is a recognized leader in tactical response to terrorism training for EMS and nursing professionals.



Chris Sorensen, CHPA
Chris is a recognized and respected self defense instructor, and has spent his career training doctors, nurses, paramedics, firefighters, police officers, and school teachers. He has served as security director at some of the most prestigious hospitals in the Midwest.



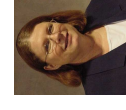
Terri Fanning, LPN, EMT-I
Terri has been involved in healthcare for over 20 years, both in the hospital setting and in the pre-hospital setting as well. A firefighter and EMT, she is also an experienced instructor, having provided clinical training programs for healthcare, business, industry and civic groups.



Kim Hack, RN, CEN, TNS, EMP-P
Kim has 20 years experience in EMS, both as a paramedic and as an ED nurse. She has dealt with aggression and violence at every level, and provides a unique perspective when training other nurses.



Diane Herscher, RN, BSN, CLNC, TNS, EMT-P
Diane brings a unique combination of critical care nursing experience, legal experience, and teaching experience to the team. She is a recognized expert in nursing and occupational safety and is also an OSHA certified record keeper.



Linda Berg, RN, MSN
An experienced clinician and nurse educator, Linda's background includes both emergency and critical care nursing, nursing administration, and teaching at the collegiate level.

"I can't imagine assembling a better group of more qualified nursing instructors ..."

*Chris Sorensen
Sorensen, Wilder & Associates*

IT CAN HAPPEN ANYWHERE



A nurse is attacked by an irate visitor. A home care nurse visiting a patient's home in a dangerous neighborhood is attacked by a group of thugs looking for drugs or money. The driver of a vehicle involved in a motor vehicle accident suddenly becomes violent with the paramedic who is treating him. A psychiatric patient corners a nurse and nearly is able to attack her before help arrives. A nurse is stabbed in the abdomen while trying to prevent a group of gang members from entering a treatment area where a fellow gang member is being treated. A respiratory therapist is accosted by a stranger as she walks unattended to her car in the parking lot.

...the first step in preventing personal injury is to recognize aggressive behavior before it becomes violent...

SOUND FAMILIAR?

Do these incidents sound as if they may have come right from the script of a prime time television show? Unfortunately, that isn't the case. These are real incidents in which real healthcare professionals found themselves becoming the victims of violent behavior at the hands of employees, patients, families, visitors, and others.

VIOLENCE IN HOSPITALS

As healthcare workers deal with the issue of violence in the workplace, the types of violence can traditionally be broken down into one of six categories:

- Patient against employee
- Visitor against employee
- Patient against patient
- Visitor against patient
- Employee against employee
- Violence occurring outside that escalates into the hospital

WHY THIS PROGRAM?

This certainly isn't the first program on the market training healthcare professionals to

react to violent situations. At Sorensen, Wilder & Associates (SWA) our interventions begin long before violence erupts.

1. **Qualified, Experienced Instructors**

SWA uses only healthcare professionals to train healthcare professionals. We don't expect you to take training in such critical areas from someone who has never worked a day in healthcare. Our staff of nurses and paramedics have experience in the trenches. They teach from a realistic point of view. Ask them a question about real life experiences and they will have the answers, because they have been there!

2. **Early Recognition Techniques**

"One minute he was fine, and the next minute he just went off on me". How many times have we heard that? Most people don't go from a state of calm to a state of physical violence with no warning. Rather, they progress through a series of behavioral changes signaling potential danger. When recognized, these behavioral changes can be defused long before the behavior escalates to violence. Unfortunately, most incidents occur when the healthcare providers fail to recognize the escalating behavior until it is too late.

3. **A Competency Based Approach**

This is not a class where you will just sit and listen to a lecture. This program is competency based, and trains your staff in both talk down techniques and take down techniques, including escapes from grabs and holds as well as patient restraint techniques that are safe and humanistic. Participants learn these techniques, and have the opportunity to practice these skills with the instructors. Return demonstrations are used to evaluate learning and assure competency in these skills.

CALL TODAY!

Statistics don't lie. Healthcare workers are being assaulted at an alarming rate. There is no better time than the present to take the first step in protecting your most valuable assets—your staff!

**SORENSEN
& WILDER**
ASSOCIATES

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