

## Interoffice Memo

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Date: November 4, 2020  
To: Edward-Elmhurst Health physicians  
From: Robert Payton, MD, FACS, Vice President, Chief Medical Officer, Edward Hospital  
Daniel Sullivan, MD, Vice President, Chief Medical Officer, Elmhurst Hospital  
Subject: Workplace violence prevention initiative: Prevention First training module

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To say stressors are high these days is an understatement. Between the changes, sacrifices and uncertainties brought upon by the COVID-19 pandemic coupled with escalating political unrest and racial tensions, our patients, visitors and communities are experiencing a great deal of stress. Sometimes they take their frustration out on those that mean well, including physicians, employees and others at Edward-Elmhurst Health. While threatening incidents at EEH are not the norm, they can and do occur, so we need to be prepared to handle a variety of potential situations within our walls.

It is important to take time for self-development to be better equipped to tackle issues that arise. Towards that end, EEH has partnered with the Crisis Prevention Institute Inc. to offer CPI Prevention First training. CPI Prevention First is designed to provide physicians and healthcare workers with general awareness of verbal intervention and the stages of a crisis, enabling us to remain safe by recognizing crisis situations earlier and by providing options for how to respond appropriately.

CPI Prevention First training is mandatory for select EEH employees and employed physicians and will be automatically assigned via HealthStream. Additional seats are available for other physicians who elect to take the training.

### Important points

- Prevention First is an online course and will take one hour to complete.
- All employed physicians have assigned course seats in HealthStream and are strongly encouraged to complete the training by registering through CloudCME®.
- Independent, contracted physicians are encouraged to sign up as well, but seats are limited and assigned on a first come, first serve basis.
- CMEs will be granted to all physicians who sign up and complete the course, post-test and CME evaluation. To enroll, visit the [course page](#) in CloudCME®.
- Opting in commits you to complete the course within one month of signing up.
- Enroll by November 25 and complete the course by December 30, 2020.

### **Gap Analysis**

Workplace violence rates continue to increase in healthcare. There are constant challenges and obstacles for providers when interacting with patients. In addition, there is a regulatory requirement to provide workplace violence awareness education to all healthcare providers. This online course helps participants develop situational assessment to deliver optimal outcomes. It also gives participants a deeper awareness of risk and helps to unify the entire organization by establishing common language informed by shared values. The video-based activities deliver first-hand observation into risk behaviors, how they look, and how to respond to them, ultimately giving healthcare providers an effective framework for situational assessment and management of crisis prevention.

### **Program Objectives**

At the conclusion of this live activity, participants should be able to:

1. Utilize techniques for verbal intervention and define the stages of a crisis.
2. Review practical de-escalation strategies with common sense language.
3. Describe an effective framework to evaluate risk of escalating situations.
4. Recognize crisis situations and knowing when to call for additional support from others.

Edward-Elmhurst Health designates this live activity for a maximum of 1.0 AMA PRA Category 1 Credit™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.



Edward-Elmhurst Health is accredited by the Illinois State Medical Society to provide continuing medical education for physicians.

For additional information or questions, please contact Kim Urbanek, System Manager of Public Safety, at [Kimberly.UrbaneK@EEHealth.org](mailto:Kimberly.UrbaneK@EEHealth.org) or (331) 221-0703.