



Dealing with Patient Aggression Programs

The Counter-Intuitive Approach to Communicating When Outcomes are Critical

CARM® A State of Mind ... A Way of Behavior

BENEFITS



CARM® Training teaches healthcare workers a “risk based” and “counter-intuitive” approach to communicating when the outcomes are critical. The program supports the policy directive’s set by State Departments of Health where the emphasis is on developing the skills that protect the safety of the patient, as well as the safety of staff and others who may be affected by the behaviour.

The core syllabus incorporates:-

- A model to assist in accurately and quickly identifying and assessing “risk” factors – making staff and others safer throughout an encounter.
- Developing a counter-intuitive style of communicating that involves staff maintaining a state of calm in the face of aggression, and employing the right thinking and behaviours aimed at de-escalation with due consideration to any contributing clinical aspects of the behaviour.
- Providing staff with alternative strategies for managing patients when their behaviours remain a threat, incorporating both dialogue and physical restraint techniques in circumstances where it is both justified and necessary for the persons own protection or the protection of others from serious harm.
- How to safely disengage and tactically withdraw from violent situations in support of local Emergency Response Plans (ERP’s).

By using **CARM® Training**, healthcare staff will learn how to think and behave in a safe and effective manner when faced with an aggressive patient, their family or their friends.

- Delivery system that offers a range of flexible, contextualised and customised solutions to meet your needs., including E-learning, Face to Face or a blend of both
- Nationally Accredited Training Programs aligned to Units of Competency
- The skills staff learn will enhance your reputation with patients
- Training Program that, through design can be delivered “just in time” instead of “just in case”
- Increased staff confidence in managing violence
- Increased staff skills to competently manage violent incidents
- Reduction in fear and anxiety amongst staff
- Happier and more productive staff improving retention rates
- Safer workplace environment for patients, staff and others
- Decrease in number of incidents of aggression
- Decrease in number of injuries to staff and patients
- Decrease in the level of aggression and types of injury
- Decrease in absenteeism
- Reduce the enormous human and economic costs attributed to aggression and violence in the workplace.
- Decrease in overall costs associated with delivering health care services



CARM® TRAINING

P: 1300 367 475
F: (02) 9475-4087
Email: contact@cartraining.com
Web: www.cartraining.com

Address: Suite 303, 354 Eastern Valley Way Chatswood NSW 2067 Aust.
Correspondence: PO Box 718 Northbridge NSW 1560 Australia



NSW Vocational
 Education & Training
 Accreditation Board

TRAINING SOLUTIONS

The Dealing with Patient Aggression Programs can be delivered via a range of mediums subject to client need and sought outcomes. These include:

- Nationally Accredited Competency Based Face to Face training aligned to the Unit of Competency "Manage Conflict Through Negotiation" (PRSS0305A).
Duration: 2 days
- Nationally Accredited Competency Based Face to Face training aligned to the Units of Competency "Manage Conflict Through Negotiation" (PRSS0305A); "Control Persons Using Open Hand Techniques" (PRSS0316A).
Duration: 3-4 days
- Face to Face workshops (Competency based - non assessed)
Duration: 1 day
- Interactive online E-learning program including online assessment with results tracking. Hosted from the www.carmtraining.com website or from your internal intranet server.
Duration: 4 x 35 minute modules
- CARM can also train your in-house trainers to deliver our programs under licence. Through an RTO partnering agreement with CARM, your staff can still receive Nationally Recognised qualifications.

CUSTOMISATION

All CARM Training Solutions can be contextualised and customised to meet your organisations specific needs. This can include incorporating your internal policies and procedures into the programs.

PROGRAM MODULES

CARM[®] Training Solutions can comprise the following modules:-

- **Introduction and Reasons for Aggression:** Understanding factors that influence aggression and how aggression may lead to violence.
- **Determine:** A model to assist in accurately and quickly identifying and assessing "risk" factors
- **Defuse:** A counter-intuitive style of communicating that involves staff maintaining a state of calm in the face of aggression, and employing the right thinking and behaviours aimed at de-escalation.
- **Restraint:** Providing staff with physical restraint techniques in circumstances where it is both justified and necessary for the persons own protection or the protection of others from serious harm.
- **Disengage:** Skills to tactically withdraw from unsafe and violent situations.

TESTIMONIAL

In February 2008 the ACT Health Injury Prevention Management Team received the Gold Award in the ACT Commissioner for Public Administration Awards for People Management.

They received this award for "reducing the financial and human cost of injuries and accidents in ACT Health".

One of the initiatives that was recognised was their "comprehensive approach to managing aggression and violence" which incorporated the implementation of the CARM Training e-Learning solution in 2007. (cited in Hospi-Tell, Issue 381, March 2008)

Here's what some studies into violence & the health-care industry have found.

1. The Lyneham study identified that 40% of nurses in metropolitan emergency departments and 30% in rural hospitals experienced some form of physical intimidation or assault each month.

2.. Nursing is internationally recognised as an occupation that has significant exposure to workplace violence. The AIC has identified the health industry as the most violent industry in Australia with nurses having the second highest number of violence related workers compensation claims (95/96) ranking higher than Police.

3. Adverse anti social behaviour, mental illness and the pervasiveness of illegal substances, drug and alcohol abuse has had a significant impact on the incidence of workplace violence for the healthcare industry.

4. Nurses have been identified as the occupational group most at risk of violence in the workplace in Australia (Mayhew 2000). Recent studies indicate that 95% of nurse respondents had experienced repeated episodes of verbal aggression in the year prior to the study and 80% reported multiple episodes of physical aggression from patients.

PROVIDER ACCREDITATION

CARM[®] Training is a trading brand of Passmore Duff Pty Ltd, a Registered Training Organisation (RTO number 90783)

