



WORKPLACE VIOLENCE: **De-escalation & Safety for Ambulatory Setting**

ENDURING ACTIVITY

Release Date: October 16, 2020

Expire date: October 16, 2021

VISIT WWW.EEHCME.ORG
AND CLICK ON
ONLINE ENDURING CME

REGISTRATION IS NOT REQUIRED, HOWEVER
CREDIT IS NOT AWARDED UNTIL THE POST-TEST
& EVALUATION ARE COMPLETED. PARTICIPANTS
MUST PASS WITH AN 80% OR HIGHER AND
THERE IS A MAXIMUM OF 5 ATTEMPTS.



The purpose of this course is to teach basic de-escalation and limit-setting techniques to all staff and providers in the ambulatory setting. This class also reinforces the system initiatives of encouraging staff to call for additional help when feeling threatened or unsafe. At the conclusion of this enduring activity, participants should be able to:

- Identify ways to de-escalate an agitated or aggressive individual to prevent verbal or physical violence.
- Describe methods to set limits with patients by providing options and not ultimatums.
- Review how to approach a non-threatening patient who is carrying a weapon.
- Explain proxemics (personal space safety) and Kinesics (body language).
- Communicate possible threat within the work setting or department (Code ART).

