

# Workplace Violence Prevention Program - De-Escalation and Advanced Physical Skills Training Activity Information

**Date:** 1/1/2024-12/31/2024

**Speaker(s) Name/Title:** Tzviel Blankchtein; Mark Diaz; Michael Lamont Ford; Keith Michael Bridgeman; Coos Hamburger; Lisa Pachino; Alexis Diaz; Chasey Romani; Stephanie Zettervall; Chris Grant; Jamal Durrant; Mark Marino; Chad Sunday

## Learning Objectives:

- Explain and respond to the behavioral continuum of others, from the calm individual to one who is in a crisis that could lead to aggressive or assaultive behavior.
- Identify key strategies for maintaining a more therapeutic environment for preventing behavioral and aggressive events.
- Summarize and demonstrate the how and when to use effective verbal de-escalation techniques using RAP (Recognize, Accept, Plan).
- Determine the steps one can take proactively to further enhance own safety and security.

**No commercial support has been provided.**

## Planning Committee Members:

Kim Benson, PA; Carissa Colangelo, MS; Kelly David, MSW; Annette Dourney, RD; William Garmoe, PhD; Marybeth Kazanas, PharmD; Susan O'Mara, MD; Hussein Tahan, PhD; Alexander Walker, PhD

**The content of this CE activity addresses a non-clinical topic and is not related to products or services of an ACCME-defined ineligible company.**

## Accreditation

In support of improving patient care, MedStar Health is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC) to provide continuing education for the healthcare team.



JOINTLY ACCREDITED PROVIDER™  
INTERPROFESSIONAL CONTINUING EDUCATION

## Credit Designation

This activity was planned by and for the healthcare team, and learners will receive **8.0** Interprofessional Continuing Education (IPCE) credits for learning and change.



IPCE CREDIT™



MedStar Health

# Credits Available for this Activity

**Nurses:** This activity is approved for **8.0** ANCC contact hours. Nurses should claim only the credit commensurate with the extent of their participation in the activity.

**Pharmacists/Pharmacy Technicians:** This activity is approved for **8.0** contact hours. This learning activity is knowledge-based. The Universal Activity Number for this program is **JA4008151-0000-24-049-L05-P/JA4008151-0000-24-049-L05-T**.

## Psychologists:



MedStar Health is approved by the American Psychological Association through Joint Accreditation to sponsor continuing education for psychologists. This activity is approved for **8.0** CE credits. MedStar Health maintains responsibility for this program and its content.

**Physicians:** MedStar Health designates this live activity for a maximum of **8.0 AMA PRA Category 1 Credits™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

## Physician Assistants:



MedStar Health has been authorized by the American Academy of PAs (AAPA) to award AAPA Category 1 CME credit for activities planned in accordance with AAPA CME Criteria. This activity is designated for **8.0** AAPA Category 1 CME credits. PAs should only claim credit commensurate with the extent of their participation.

## Social Workers:



As a Jointly Accredited Organization, MedStar Health is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. MedStar Health maintains responsibility for this course. Social workers completing this course receive **8.0** general continuing education credits.

# Credits Available for this Activity

## Registered Dietitians (RDs) and Dietetic Technicians, Registered (DTRs):



Completion of this RD/DTR profession-specific or IPCE activity awards CPEUs (one IPCE credit = one CPEU). If the activity is dietetics-related but not targeted to RDs or DTRs, CPEUs may be claimed which are commensurate with participation in contact hours (one 60-minute hour = 1 CPEU). RDs and DTRs are to select activity type 102 in their Activity Log. Sphere and Competency selection is at the learner's discretion.

## Athletic Trainer:



MedStar Health (BOC AP#P1046) is approved by the Board of Certification, Inc. to provide continuing education to Athletic Trainers (ATs). This program is eligible for a maximum of **8.0** Category A hours/CEUs. ATs should claim only those hours actually spent in the educational program.

# Evaluation and Transcript

You must complete an online evaluation at the end of this course to receive continuing education credit.

After completing the evaluation, your CE credits will be available in your MedStar Health CE transcript on CloudCME™ on the **next business day**. CloudCME™ is a web-based continuing education portal where users can access their transcript anywhere, anytime, as well as register for MedStar Health conferences. Healthcare provider demographic information from all MedStar entities has been uploaded to CloudCME™ to facilitate a single sign-on system.

## To access your transcript via CloudCME:

- Choose one of the two login options below.
  1. From your SiTELMS account under the Main Menu, select **CloudCME**. This will automatically log you in to your CloudCME account.
  2. From your browser, go to <https://medstar.cloud-cme.com>, select **Sign in**, select “I am a MedStar Associate” or “I am Not a MedStar Associate”, and log in with your credentials.
- Select **My CE** (yellow button in the navigation menu).
- Select **Transcript**.
- On the left side, adjust the **Filter by Date** fields to the desired time period.
- On the right side, select **Download Transcript** to save your transcript, or select **Email Transcript** to email your transcript to yourself or someone else.

## For questions about accessing CloudCME™, please contact:

SiTEL Help Desk at 855-745-1861, Monday through Friday from 8 a.m. to 5 p.m. Eastern time, or at [medstarceapplications@email.sitel.org](mailto:medstarceapplications@email.sitel.org)