

CASE IN POINT

WEBINARS



Conflict and Intimidation in Health Care Settings: How To Protect Patient Care and Defuse Hostile Behavior

Post-test



Listen to the Webinar



Complete the post-test, achieving a passing score of at least 70 percent, and the program evaluation.



Fax the post-test and program evaluation to 301-560-8362.

This issue has been approved for 1.5 CE Credits* by:

Commission for Case Manager Certification

Certification of Disability Management Specialists Commission

Human Resource Specialists

Florida Board of Nursing, California Board of Registered Nurses

Delaware Board of Nursing (nursing CE credits administered by Scully Health Management Inc.)

* Nursing Continuing Education Credits provided by Scully Health Management Inc.
* Certificates of Completion will be emailed within 15 business days of receipt.

* CE Credits are valid through 12/31/2009

POST-TEST: (Please circle the correct answer.)

- Disruptive behavior can be attributed to the increase in stress health care professionals are under in today's current health care system.
a. True b. False
- The Joint Commission has said that disruptive behavior is one of the contributing factors impacting the culture of safety in health care organizations across the country.
a. True b. False
- Disruptive behavior can undermine productivity, safety, quality and job satisfaction within the workplace when not recognized.
a. True b. False
- Disruptive behaviors can foster medical errors, contribute to poor patient satisfaction and to preventable adverse outcomes, increase the cost of care, and cause qualified clinicians, administrators and managers to seek new positions in more professional environments.
a. True b. False
- Intimidating and disruptive behaviors in health care organizations are a growing concern.
a. True b. False
- The media's portrayal of nurses and other health care professionals impacts and contributes to disruptive behavior.
a. True b. False
- The performance expectations from the Joint Commissions require hospitals and other health care organizations to have a "code of conduct" that defines appropriate and inappropriate behaviors and a process for managing inappropriate or disruptive ones.
a. True b. False
- One guideline being used in a variety of places in addressing disruptive behavior is a concept called "no innocent bystanders." Within the perspective of bullying, there are three players: the bully, the victim and the bystander.
a. True b. False
- When bad behavior occurs in workplaces and no one speaks up, there is a sense of acceptance for the inappropriate conduct.
a. True b. False
- Worries about job loss, retribution or uncertainty about appropriate behavior are very real factors in maintaining silence.
a. True b. False

PROGRAM EVALUATION

Conflict and Intimidation in Health Care Settings: How to Protect Patient Care and Defuse Hostile Behaviors.

Your evaluation of the Webinar **Conflict and Intimidation in Health Care Settings: How To Protect Patient Care and Defuse Hostile Behaviors** will help us improve our continuing education programs and provide insight into your educational needs. If you have questions about the post-test content or additional program evaluation comments, please email Editor in Chief Anne Llewellyn at allewellyn@accessintel.com.

Instructions:

Using a scale of 1 to 5, with 1 being poor and 5 being excellent, please rate the following:

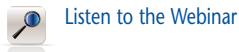
- | | | | | | |
|---|---|---|---|---|---|
| 1. How well we: | | | | | |
| a. Provided an understanding about the impact distributive behavior can have on an organization. | 1 | 2 | 3 | 4 | 5 |
| b. Provided examples that will assist professionals in identifying disruptive behavior. | 1 | 2 | 3 | 4 | 5 |
| c. Provided information on how to defuse disruptive behaviors in order to create a culture of safety. | 1 | 2 | 3 | 4 | 5 |
| 2. Value of topics | 1 | 2 | 3 | 4 | 5 |
| 3. Relevance to your practice | 1 | 2 | 3 | 4 | 5 |
| 4. Quality of Information | 1 | 2 | 3 | 4 | 5 |
| 5. Expertise of Faculty in covering the topic: | | | | | |
| Beth Boynton, RN, MS | 1 | 2 | 3 | 4 | 5 |
| Sally Cadman, MS, ACNS-BC, CCRN | 1 | 2 | 3 | 4 | 5 |
| Sandy Summers, RN, MSN, MPH | 1 | 2 | 3 | 4 | 5 |

Have you experienced disruptive behavior in your practice? If you can, please share your experience. _____

Please share one takeaway from the Webinar that you did not know before you attended the program. _____

How many individuals attended from your site? _____

INSTRUCTIONS TO EARN CONTINUING EDUCATION CREDITS:



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NOTE: Your email address is mandatory so that we can email your Certificate of Completion. For questions, please email the editor in chief at allewellyn@accessintel.com.

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