

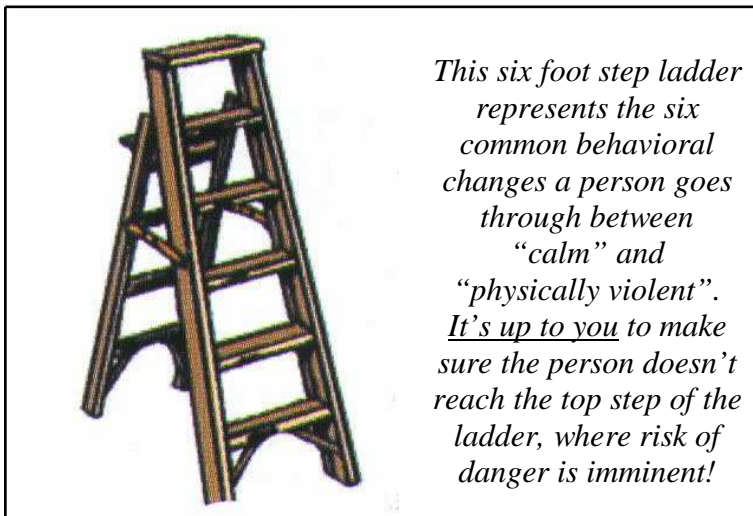
*A Training Program From the
Authors of
The Essentials
of Aggression Management
in Healthcare*

A physician in an emergency room is attacked by an enraged patient. A social worker visiting a patient's home in a dangerous neighborhood is attacked by a group of thugs looking for drugs or money. The driver of a vehicle involved in a motor vehicle accident suddenly becomes violent with the paramedic who is treating him. A psychiatric patient corners a nurse and nearly is able to attack her before help arrives. A hospital security officer is stabbed in the abdomen while trying to prevent a group of gang members from entering an emergency department where a fellow gang member is being treated.

Do these incidents sound as if they may have come right from the script of a prime time television show? Unfortunately, that isn't the case. These are real incidents involving real health-care providers who found themselves becoming the victims of violent behavior at the hands of patients, visitors, friends, or family members.

Health care professionals realize that providing care to the sick and injured has become a dangerous business. More and more providers are finding themselves as victim's of aggressive patients and visitors.

Chris Sorensen and Steve Wilder, authors of the text *The Essentials of Aggression Management in Healthcare* have trained thousands of healthcare professionals across the nation in dealing with aggressive behavior. This program teaches a simple and unique aggression continuum that trains the healthcare professional to recognize the six behavioral changes a person goes through between "calm" and physically violent", as well as ways to defuse the aggressive behavior at each level. In addition, the program covers basic DO's and DON'T's for dealing with aggressive behavior, as well as steps the healthcare professional can take to lessen the chances of injury.



This six foot step ladder represents the six common behavioral changes a person goes through between "calm" and "physically violent". It's up to you to make sure the person doesn't reach the top step of the ladder, where risk of danger is imminent!


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