COURSE TITLE: _____ **DATE:** _____ **INSTRUCTOR:** _____

LOCATION: _____ **TIME:** _____ **COMPANY:** _____

Safety training was conducted on the above date by the instructor indicated. The following line items identify the topics covered during the training session.

SUMMARY OF TRAINING

1) Introduction
2) Employee Impact
    a) Physical Trauma
    b) Psychological Trauma
        i. Burnout
3) Employer Impact
    a) Staffing Issues
        i. Lower Productivity
        ii. Malpractice
4) Types of Violence
    a) Criminal Intent
    b) Patient/Client
    c) Worker-on-Worker
    d) Personal Relationships
5) Patient/Client Violence
    a) Risk Factors
        i. Where?
        ii. Who is at risk?
        iii. Who is the Offender?
    b) Prevention
        i. Training
        ii. Reporting
        iii. De-escalation
        iv. Be self-aware
        v. Home Healthcare
        vi. Hospitals and Clinics
6) Worker-on-Worker Violence
    a) Risk Factors
        i. Work Organization
        ii. Group Dynamics

      b) Prevention

7) Burnout

    a) Risk Factors

    b) Stages of Burnout

       i. Stage 1: Honeymoon

       ii. Stage 2: Onset of Stress

       iii. Stage 3: Chronic Stress

       iv. Stage 4: Burnout

       v. Stage 5: Habitual Burnout

    c) Prevention

       i. Assessment Tools

    d) Caring for Yourself

       i. Relationships

       ii. Emotional Needs

       iii. Work Life

       iv. Personal Interests

       v. Positive Outlook

    e) Caring for Others

       i. Behavioral Signs

       ii. Physical Signs

       iii. De-escalate

       iv. Communication Skills

       v. Late-Stage Burnout

    f) Depression & Compassion Fatigue

       i. Depression

       ii. Compassion Fatigue

8) Workplace Violence Prevention Program

    a) Management Commitment

    b) Worksite Analysis

       i. Identify Risk Factors

       ii. Environmental Design

       iii. Patient Risk Factors

       iv. Organizational Risks

       v. Records

       vi. Policies & Procedures

       vii. Walk-through Assessment

    c) Prevention and Control

       i. Elimination

       ii.   Substitution

      iii.   Engineering Controls

      iv.   Administrative Controls

       v.   PPE

   d) Safety and Health Training

   e) Record Keeping and Program Evaluation

       i.   Patient Records

      ii.   Employee Records

      iii.   Employer Records

      iv.   Program Evaluation

9) Conclusion

a)