

## Workplace Violence Prevention in Health Care



### When:

Thursday, May 11, 2023  
Thursday, June 15, 2023  
Thursday, July 13, 2023

Check-in: 9:45 a.m.  
Program: 10 to 11:30 a.m.

### Where:

Live virtual session

### Contact:

Sherita Rogers, srogers@hasc.org  
Sharri Dixon, sdixon@hasc.org

### Cost:

HASC hospital members: Option  
1: \$300 – one registrant Option 2:  
\$1,425 – 5 registrants Option 3:  
\$2,700 – 10 registrants

### Sponsored by:

Hospital Association of Southern  
California

### Session Descriptions

Register now for this three-part webinar series, presented by HASC in partnership with Hoag Health System. The Workplace Violence Prevention in Health Care series will help hospital leaders maximize safety and security at your facilities.

### Crisis Response Team Thursday, May 11

In response to escalating workplace violence, Hoag Health System created a specialized response team for early intervention in and rapid response to behavioral crises. This effort was pursued in collaboration with hospital leadership, security, nursing and physician partners. The team consists of a lead physician and nurse practitioners on site 24/7 for consultation, education, intervention and event debriefing. Facilitators Dr. Kambria Hittelman and Dr. Matthew Reed will review the benefits, early successes and challenges encountered in implementing the Hoag crisis response team.

Following this program, attendees will be able to:

- Recognize if their hospital needs a crisis response team.
- Understand how to develop an integrated hospital-based crisis response team.
- Identify strategies for socializing and integrating such a team into the existing hospital culture.

## Mitigating Workplace Violence

Thursday, June 15

Health care workers are among the most vulnerable population to experience Type 2 workplace violence — or violence perpetrated by a patient or client towards a staff member or physician. Effectively addressing workplace violence in a health care environment requires planning, collaboration and tenacity.

In this webinar, facilitator Mike Hamel will explore Hoag's recent journey to effectively address workplace violence through forming a multidisciplinary committee charged with creating the safest environment possible for receiving and providing care. The webinar will cover goal formation and measuring success, implementing inter-departmental training programs, policy review and revision, communicating workplace violence reduction initiatives, and using technology to enhance the safety of patients, staff and physicians.

Following this program, attendees will be able to:

- Determine your facility's needs in the area of workplace violence prevention and need for a dedicated WPV committee.
- Build a high-performing, action-oriented violence prevention team.
- Build consensus across multiple departments on important WPV initiatives and communicate successes within the organization.
- Measure your success through analyzing quantitative and qualitative data.

## Building a High-performing Security Team

Thursday, July 13

The role of the security officer in an acute health care environment requires maturity, advanced critical thinking ability, sophisticated interpersonal and de-escalation skills, and knowledge of relevant laws, policy and regulations. Each day, security officers in our hospitals and other health care environments face immense challenges involving patients, visitors or others who represent risk to themselves, staff or physicians.

Professional, well-trained security personnel who work in partnership with clinical staff are key to successfully resolving workplace violence incidents and to securing employees' confidence in the safety of their workplace.

This webinar will explore Hoag's approach to building a high-performing, well trained and customer service-oriented security team. Facilitator Mike Hamel will explore areas including recruitment and retention, training, the use of technology, and leadership development.

Following this program, attendees will be able to:

- Identify characteristics of high-performing security teams and security officers.
- Foster a culture that promotes and rewards service and professionalism as key organizational values.
- Implement an internal structure with incentives and opportunities for career growth.
- Identify systems and controls that can enhance accountability and quality control among security team members.

## Who Should Attend?

Physicians, physician assistants, nurses, safety and security professionals, human resources staff, risk management officers and emergency department personnel will all benefit from this series.

## Faculty

### Mike Hamel

Chief Security Operations Officer, Hoag Health System



Mike Hamel has over three decades of public safety experience, skilled in fostering safe communities through collaboration and problem solving. As chief security operations officer at Hoag Health System, he oversees physical security for three acute care hospitals, 10 health centers, 15 urgent care centers and more than 8,000 employees. Hamel's responsibilities include overseeing security personnel assigned to Hoag facilities, contract management, various security technology systems, site security and threat assessments, site plan review and training. He chairs the hospital's Workplace Violence Reduction Committee.

A 29-year law enforcement veteran, Hamel began his career with the Los Angeles Police Department. In 1995, he transferred to the Irvine Police Department, where he worked his way up and in 2015 was appointed the first "homegrown" chief. He served in that role for six years before retiring in late 2021. Hamel holds a master of public administration degree from California State University, Long Beach, and certificates in workplace violence prevention and health care safety from the International Association of Healthcare Security and Safety.

### Kambria Hittelman, PsyD, MBA

Executive Director, Pickup Family Neurosciences Institute at Hoag

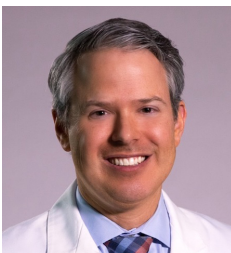


Dr. Kambria Hittelman serves as executive director of the Pickup Family Neurosciences Institute and neurobehavioral health for Hoag Hospital. She oversees the administrative and clinical responsibilities related to neurobehavioral services, including Hoag's Addiction Treatment Centers, ASPIRE Program, Young Adult Mental Health Program, Crisis Response Team, and Consult and Liaison Psychiatric Services. In addition, Dr. Hittelman partners with the executive medical director of the Neurosciences Institute and manages the epilepsy program (including the inpatient epilepsy monitoring unit, EMU); memory and cognitive disorders and the associated Orange County Vital Aging Program and traumatic brain injury program; and psychology externship training.

Dr. Hittelman received her bachelor's degree in psychology from the University of California, Berkeley, and her PsyD in clinical psychology from the California School of Professional Psychology at Alliant International University, San Francisco. Most recently, she received her master of business administration from Cal Southern University and completed Wharton's Executive Development Program.

### Matthew Reed, MD, MSPH

Chief of Inpatient Pain and Outpatient Addiction Services and Medical Director, SolMar Residential Program, Pickup Family Neurosciences Institute at Hoag



Dr. Matthew Reed oversees subacute addiction treatment at Hoag in his role as chief of outpatient addiction services and medical director for the SolMar residential program. Dr. Reed is triple board certified in general adult psychiatry, pain medicine and internal medicine. He received his medical education at the University of Utah School of Medicine and completed his general psychiatry residency, general internal medicine residency and pain medicine fellowship at the University of California, Davis. Complementing his roles with Hoag's addiction programs, Dr. Reed serves as chief of the inpatient pain service, addressing acute and chronic pain often involving addiction or other psychiatric comorbidity.

## Workplace Violence Prevention in Health Care

**Thursdays, May 11, June 15 and July 13, 2023**

Location: Live virtual sessions

**Check-in:** 9:45 a.m. **Program:** 10 to 11:30 a.m.

Register online: [www.hasc.org/workplace-violence](http://www.hasc.org/workplace-violence)

### HASC hospital member cost:

- Option 1:** \$300 — one registrant
- Option 2:** \$1,425 — five registrants
- Option 3:** \$2,700 — 10 registrants

**First name:** \_\_\_\_\_ **Last name:** \_\_\_\_\_ **Nickname:** \_\_\_\_\_

**Organization:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Phone:** ( \_\_\_\_ ) \_\_\_\_\_ **Email (required):** \_\_\_\_\_

### Continuing Education Signup

- ACHE Credit:** By attending the Workplace Violence Prevention in Health Care program offered by HASC, participants may earn up to 3.0 ACHE Qualified Education Hours toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation.
- HRCI Credit:** This program has been submitted to the HR Certification Institute for review. Participants may earn up to 3 HRCI Qualified Education credits.

### IMPORTANT INFORMATION

- Registration deadline: **July 6, 2023.**
- Valid payment information must be received with your registration.
- Make check payable and mail to:  
HASC, FILE 1361, Pasadena, CA 91199-1361
- You may be photographed or videotaped at the event. HASC reserves the right to use these photos and videos in promotional, marketing, educational and other materials.

### SPECIAL NEEDS or QUESTIONS

For ADA assistance or general registration questions, contact [hasceducation@hasc.org](mailto:hasceducation@hasc.org).

### CANCELLATION

- Program cancellations received in writing by July 6, 2023, will be subject to a \$50 processing fee.
- We welcome substitutions.
- Refunds will not be granted after July 6 or for no-shows. Fees are not transferable to other programs.