

# Program 2nd International Conference on Violence in the Health Sector

## Tuesday 26 October 2010

	<b>Foyer</b>					
15.00-17.00	Pre- Registration					

## Wednesday 27 October 2010

10.00-13.30	<b>Blue Room</b>					
10.00-10.30 <i>Chair: Ian Needham</i>	<b>Opening and Welcome</b> <ul style="list-style-type: none"> <li>• by Dr. Ian Needham &amp; Mr. Kevin McKenna (Chairs Organization &amp; Scientific Committee)</li> <li>• by Ms. Ellie van Soelen (Dutch NNA NU'91)</li> <li>• by Ms. Anja Jonkers (Inspectorate for Nursing &amp; Chronic Care)</li> <li>• by Mr. Nico Oud, (Conference Organiser): Overview of attending countries</li> </ul>					
10.30-11.00 <i>Chair: Ian Needham</i>	<b>Keynote 1</b> <i>Donna Manca (Canada):</i> Stalking as violent behaviour					
11.00-11.30 <i>Chair: Ian Needham</i>	<b>Keynote 2</b> <i>Guy Widdershoven (Netherlands):</i> Ethical considerations on violence in health care					
11.30-12.00	Break					
12.00-12.30 <i>Chair: Elizabeth Adams</i>	<b>Keynote 3</b> <i>Jon Adams (Australia):</i> Workplace violence - From Taboo to Agenda - some sociological considerations					

12.30-13.00 Chair: Elizabeth Adams	<b>Keynote 4</b> <i>Paula Lampe (Netherlands):</i> Serial murder in health care institutions					
13.00-13.30 Chair: Elizabeth Adams	<b>Keynote 5</b> <i>Evelyn Bain (USA):</i> Protecting from workplace violence – tools from the Massachusetts Nurses Association					
13.30-14.30	Lunch					
14.30-16.00	<b>Parallel Session 1</b>					
	<b>Blue Room</b> <b>Training / Violence against patients</b> Chair: Kevin McKenna	<b>Room 2</b> <b>Strategies to manage violence</b> Chair: Mireille Kingma	<b>Room 5</b> <b>Methodological issues</b> Chair: Richard Whittington	<b>Room 8</b> <b>Training &amp; education</b> Chair: Ian Needham	<b>Room 9</b> <b>Workshop</b> 14.30 – 16.00	<b>Room 10</b> <b>Workshop</b> 14.30 – 16.00
14.30-15.00	<i>Kevin McKenna, Seamus Cowman, Moira Maguire (Ireland):</i> The Training Implementation & Evaluation (TIE) Study: An investigation of a 'Process' based approach in providing training in the safe effective management of work related aggression and violence within health and social care	<i>Lois Biggin Moylan (USA):</i> Construction of an Assessment and Training Instrument for Intervention with Aggressive Psychiatric Patients	<i>Jan Gregersen (Norway):</i> Workplace Bullying: Alternative approaches concerning causes and impact	<i>Karen Judy (USA):</i> Exposure to Workplace Violence: A Survey of Paediatric Residents	<i>Catherine Van Son (USA):</i> Aggressive Behaviours in Alzheimer's Patients: Tools for Identification and Non-pharmacological Management	<i>Leslie Gamble (Canada):</i> Optimizing Staff and Patient Safety through the Environmental Design of Psychiatric Units and Emergency Department Psychiatric Areas
15.00-15.30	<i>Nashat Zuraikat (Jordan):</i> Clique behaviours in nursing: A new trend	<i>Wendy Fucile (Canada):</i> Student to novice: marginalization and horizontal violence in the context of role transition	<i>Judith Arnetz, Deanna Aranyos &amp; Mark Upfal (USA):</i> Population-Based Surveillance of Workplace Conflict in a Large Hospital System	<i>Linda O'Dell &amp; Wanda Shull (USA):</i> Teaching Prevention and Early Intervention with Potentially Violent Individuals and Groups		
15.30-16.00	<i>Nthomeni Dorah Ndou &amp; Leinnet De villiers (South Africa):</i> South African professional experiences of caring for HIV/AIDS patients	<i>Susan Solecki &amp; Theresa Fay-Hillier (USA):</i> The integration of workplace violence simulation – experiences into undergraduate nursing programs	<i>Paul Linsley &amp; Roslyn Kane (UK):</i> Social capital indicators in predicting, and assessing, violence and aggression in adolescent communities	<i>Ian Needham, Fritz Frauenfelder, Comelia Gianni, Jürg Dinkel &amp; Ruth Hatcher (Switzerland):</i> The psychological impact of aggression on a sample of psychiatric nurses in Germany and Switzerland		
16.00-16.30	Break					

16.30-18.00	Parallel Session 2					
	Blue Room Training & education / Strategies to manage violence Chair: Kevin McKenna	Room 2 Violence against staff Chair: Mireille Kingma	Room 5 Strategies to manage violence Chair: Richard Whittington	Room 8 Violence in Emergency Departments Chair: Ian Needham	Room 9 Workshop 16.30 – 18.00	Room 10 Workshop 16.30 – 18.00
16.30-17.00	<i>Andrea Lam, Chris Back, Dailaan Shaffer &amp; Catherine Trask (Canada):</i> Standardizing Violence Prevention Training: a collaborative approach to developing a provincial curriculum	<i>Inge-Arne Teigset &amp; Per Olav Naess (Norway):</i> Violence among adolescent psychiatric inpatients in a Norwegian closed ward	<i>Annette Greenwood &amp; Carol Rooney (UK):</i> 'It happens anyway': A trauma response model for dealing with the consequences of violence and aggression in low and medium secure mental hospitals	<i>Jaqueline Charlene Ingram, Trudy Dwyer &amp; Leonie Mosel-Williams (Australia):</i> A little effort goes a long way: original study of violence reduction strategies in Emergency	<i>Kathleen McPhaul, Matthew London &amp; Jane Lipscomb (USA):</i> Translating Workplace Violence Hazard Assessment and Program Impact Methods	<i>Dolores Crespo, Covadonga Caso, Vicente Arias, Macarena Gálvez, José Carlos Mingote, Pablo del Pino, Luisa Rodríguez, Angeles Sanchez, Luis Vega, Rosa Esteban, Carmen Moyano &amp; Javier Rodríguez (Spain):</i> Claudia's Nightmare: a Short Film dealing with psychological violence in the Health Sector
17.00-17.30	<i>Barbara Vincent, Keith Hayns &amp; Jane Shepherd (UK):</i> Prevention and management of violence and aggression training in dementia: turning the tide	<i>Lois Biggin Moylan (USA):</i> When Restraint is the Only Option: A Safe and Compassionate Nursing Intervention	<i>Ivana Břeňková, Jiri Schlanger, Terezie Kalfusová &amp; Katerina Hoffmannová (Czech Republic):</i> Preventing workplace violence in health and social care institutions	<i>Sharon Gallagher, Sinead McGilloway &amp; Mairead Bracken (Ireland):</i> Critical incident stress and workplace violence in the Irish ambulance service: the role of peer support		
17.30-18.00	<i>Lana Schultze, Leslie Gamble, Shannon Campbell &amp; Lisa Davidson (Canada):</i> The Aggressive Behaviour Assessment Scale: An Objective Scale Incorporating the Ability to Inflict Physical Harm	<i>Jane Lipscomb, Kathleen McPhaul &amp; Matt London (USA):</i> Safety Culture and Violence Prevention in the Residential Addiction Treatment Work Setting	<i>Malke Borow &amp; Leah Wapner (Israel):</i> Violence Against Physicians - An evaluation of the Strategies and Initiatives introduced in Israel	<i>Jacqueline Pich, Michael Hazelton, Ashley Kable &amp; Deborah Sundin (Australia):</i> Patient-related violence against emergency department nurses: a review of the literature		
18.00-20.00	Welcome Reception					

Thursday 28 October 2010

09.00-10.30						
Parallel Session 3						
	Blue Room <b>Violence against staff</b> Chair: Elizabeth Adams	Room 2 <b>Strategies to manage violence</b> Chair: Constance Newman	Room 5 <b>Various themes</b> Chair: Terence Ferns	Room 8 <b>Intimate partner violence</b> Chair: Lara Acheson	Room 9 <b>Workshop</b> 09.00 – 10.30	Room 10 <b>Workshop</b> 09.00 – 10.30
09.00-09.30	<i>Jacqueline Pich (Australia):</i> Patient-related violence at triage: a qualitative descriptive study.	<i>Barbara Rabin, Boaz Yaari, Yosi Noga, Gadi Damti, Rachel Ziv, Zvi Klein, Yochi Ben Nun, Marina Leonenko &amp; Mira Maram-Edri (Israel):</i> A move for change-no more violence	<i>Lindsay Nakaishi, Helen Moss, Nancy Perrin, Linda Rose, W.Kent Anger, Marc Weinstein, Ginger Hanson &amp; Nancy Glass (USA):</i> Assessing Workplace Violence for Home Care Workers in a Consumer-Driven, In-Home Care Program	<i>Siriwan Grisurapong (Thailand):</i> An initiative to integrate services to victims of intimate partner violence (IPV) and HIV positive clients: Do Thai hospital staffs need any training?	<i>Pat Bradley &amp; Alix McGregor (Canada):</i> Opening a Dialogue on Nursing Student Abuse: Disrupting the Cycle of Violence in Nursing Education	<i>Miri Cohen (Israel):</i> Identification of abuse in elderly persons: prevalence, risk factors and tools for identification
09.30-10.00	<i>Mohammad Esmaeilpour, Mahvash Salsali &amp; Fazlollah Ahmady (Iran):</i> Contribution factors to workplace violence: Iranian emergency department nurses' perspectives	<i>Linda van den Brink, Peter Bourmas &amp; Marieke Troost (Netherlands):</i> Building a safe and risk aware organisation: research on willingness to report unintended events	<i>Desley Hegney, Anthony Tuckett, Parker Deborah &amp; Eley Robert (Singapore):</i> Workplace Violence: Differences in perceptions of nursing work between those exposed and those not exposed - a cross sector analysis	<i>Mika Hasegawa, Junko Kitade, Hiromi Yonezawa, Daisuke Higashi &amp; Yasutoshi Nekoda (Japan):</i> Effectiveness of Intimate Partner Violence Prevention Education Conducted with Female University Students		
10.00-10.30	<i>Albert Banerjee, Tamara Daly, Hugh Armstrong, Pat Armstrong, Stirling LaFrance &amp; Marta Szebehely (Canada):</i> Rethinking Violence in Long-term Residential Care for the Elderly: Learning from International Comparative Research	<i>Bob Bowen (USA):</i> Commonalities in Maximizing Safety in Various Human Service Sectors	<i>Barbara Zust, Lydia Busiahn &amp; Kelly Williamson (USA):</i> Nurses' experience in caring for incarcerated patients during perinatal care	<i>Jessy Haywood (USA):</i> Nursing the Hurt of Survivors: Lessons Learned from a Community Collaborative Initiative		
10.30-11.00	Break					

11.00-12.30	Parallel Session 4					
	Blue Room <b>Strategies to manage violence</b> Chair: Elizabeth Adams	Room 2 <b>Violence against staff</b> Chair: Constance Newman	Room 5 <b>Impact of violence</b> Chair: Terence Ferns	Room 8 <b>Stigma, blame and attribution issues</b> Chair: Lara Acheson	Room 9 <b>Intimate partner violence</b>	Room 10 <b>Workshop</b> 11.00 – 12.30
11.00-11.30	<i>Marlene Nadler-Moodie (USA):</i> Utilizing a TeamSTEPPS approach to increase patient and staff safety	<i>Naji Abu Ali (Palestine):</i> Violence against health professionals in Palestinian Hospitals: Prevalence and Prevention 2010	<i>Jean Daniel Jacob (Canada):</i> Fearing the Other: Exploring the Impact of Violence on the Nurse-Patient Relationship in Forensic Psychiatry	<i>Anat Drach-Zahavy, Hadass Goldblatt, Michal Granot &amp; Shmuel Hirshmann (Israel):</i> In and Out of Control: Healthcare-Providers' Attributions of Patients' Violence	<i>Manuela Colombini, Susannah Mayhew &amp; Charlotte Watts (UK):</i> An integrated health response to partner violence: lessons learned from two Northern States in Malaysia	<i>Wendy McIntosh (Australia):</i> Walking with Moreno-how concepts and techniques from psychodrama and role training can help us be creative in managing aggression in the workplace
11.30-12.00	<i>Dave Keen &amp; Donald McAlister (Canada):</i> Integration of workplace safety and security functions as a model approach to healthcare violence prevention	<i>Andrew Lovell &amp; Joanne Skellern (UK):</i> Investigation of the development of a 'career' of aggressive behaviour by people with learning disabilities	<i>Jennifer Hensel, Yona Lunskey &amp; Carolyn Dewa (Canada):</i> The emotional impact of client aggression on staff who work with individuals with developmental disabilities	<i>Gulsah Seydaoglu, Halide Inci &amp; Cagla Sariturk (Turkey):</i> Health care workers becoming victims of violence while healing the victims of violence. Can victims heal the victims?	<i>Tracy Evanson (USA):</i> Rural Nurses' Perceptions and Training Needs Related to Intimate Partner Violence	
12.00-12.30	<i>Marlene Nadler-Moodie (USA):</i> Establishing Specialty Adult Focused Environments (S.A.F.E) Units and Practices	<i>Rainer Loidl &amp; Natascha Strutzenberger (Austria):</i> Violence as management issue in old-age and nursing homes. Findings from Upper Austria	<i>Malcolm Boyle, Stella Koritsas &amp; Jan Coles (Australia):</i> Perpetrators of violence against paramedic's in the workplace and the paramedic's response			
12.30-13.30	Lunch					

13.30-15.00	Parallel Session 5					
	Blue Room Strategies to manage violence Chair: Evelyn Bain	Room 2 Violence against staff Chair: Sharon Paley	Room 5 Staff to staff violence Chair: Dana Hanson	Room 8 Workshop 13.30 – 15.00	Room 9 Seminar: Perspectives from South Africa 13.30 – 15.00 15.30 – 17.00	Room 10 Workshop 13.30 – 15.00
13.30-14.00	<i>Hiraina McKenzie (United Arab Emirates):</i> Positive environment program "Challenges and Opportunities Experienced in United Arab Emirates- Preventative Action the Key"	<i>Josep M. Blanch, Genis Cervantes &amp; Leonor M. Cantera (Spain):</i> Occupational violence against Catalan healthcare professionals notified via Internet (2007-2009)	<i>Milijana Buzanin (Canada):</i> Horizontal Violence	<i>Johannes Nau, Nico Oud &amp; Gernot Walter (Germany):</i> Explaining, Reflecting and Managing Aggression and Violence in Health Care using the NOW-Model	<i>Tania deVilliers, Doris Deedei Khalil &amp; Patricia Mayers (South Africa):</i> Violence among nurse learners: descriptive study examining Student Nurses' experiences in Cape Town, South Africa	<i>Leslie Gamble, Shelley Smillie, Shannon Campbell &amp; Clayton Towpich (Canada):</i> Essential Infrastructure and Positive Outcomes of an Innovative Approach to Violent Incident Team Response in Acute Care Settings
14.00-14.30	<i>Michael Privitera (USA):</i> "Perivention" development: an opportunity to avoid WPV events, lessen	<i>Joy Adams-Jackson (Australia):</i> Health sector violence and abuse: dealing with challenging behaviours and abuse in the health sector	<i>Mohamad Alameddine, Amin Kazzi, Fadi El-Jardali, Hani Dimassi &amp; Salwa Maalouf (Lebanon):</i> Burnout and violence at Lebanese emergency departments: level, characteristics and determinants .		<i>Doris Khalil (South Africa):</i> Health consumers' right versus Nurses' right: Violence against Nurses in Cape Town, South Africa	
14.30-15.00	<i>Isabelle St-Pierre &amp; Dave Holmes (Canada):</i> Broadening the Understanding of Intra/Inter Professional Aggression: A Nursing Managers' Perspective	<i>Juan Valdes-Stauber (Germany):</i> Development of coercive measures in a German psychiatric hospital over a period of nine years.	<i>Wendy Fucile &amp; Doris Grinspun (Canada):</i> Turning Tragedy into Policy and Practice Change		<i>Faizah Kajee-Adams &amp; Doris Deedei Khalil (South Africa):</i> Violence against Community Health Nurses in Cape Town, South Africa	
15.00-15.30	Break					

15.30-17.00	Parallel Session 6					
	Blue Room Staff to staff violence Chair: Evelyn Bain	Room 2 Strategies to manage violence Chair: Sharon Paley	Room 5 Impact of violence Chair: Dana Hanson	Room 8 Methodological issues Chair: Jon Adams	Room 9 Continuation of Seminar: Perspectives from South Africa 13.30 – 15.00 15.30 – 17.00	Room 10 Workshop 15.30 – 17.00
15.30-16.00	<i>Babak Motamedi (Iran):</i> Situation and contributing factors of workplace violence among nurses	<i>Natisha Sands &amp; Stephen James Elsom (Australia):</i> Clinical Practice Guidelines for violence risk assessment in mental health triage: An evidence-based approach	<i>Michael Privitera &amp; Judy Arnetz (USA):</i> Workplace Violence (WPV): Effect on Staff, Institution, and Quality of Patient Care	<i>Alexander Auer (Austria):</i> Aggression against staff of ambulance services	See Parallel Session 5	<i>Marion Steffens &amp; Ulrike Janz (Germany):</i> Bridging the Gap-Dealing with both Domestic Violence and Violence in the Health Sector
16.00-16.30	<i>Carol Rocker (Canada):</i> Addressing Nurse-to-Nurse Bullying to promote Nurse Retention	<i>Didier Camus, Nicolas Kuhne, Jean-Philippe Duffon, Jean-Michel Kaision &amp; Mohammad Mehdi Gholam Rezaee (Switzerland):</i> Identification of aggressive and violent acts with the SOAS-R: Incidence, nature and risk factors on three psychiatric services	<i>Patricia Lewis &amp; Ann Malecha (USA):</i> Workplace Incivility: Impact on the Staff Nurse and Organization including the Financial Ramifications	<i>Ashley Guidroz, Jennifer Burnfield-Geimer, Olga Clark, Heather Schwetschenau &amp; Steve Jex (USA):</i> Nursing Incivility Scale: Development and Validation of a Measurement Tool	See Parallel Session 5	
16.30-17.00	<i>Constance Newman, Jeanne d'Arc Kanakuze, Daniel De Vries &amp; Gerard Ngendahimana (USA):</i> Workplace Violence, Gender Discrimination and Steps towards Health Systems Reform in Rwanda	<i>Rosaria Di Lorenzo, Paola Ferri, Maria Ferrara, Mimmi Stefano &amp; Sara Baraldi (Italy):</i> Influence of clinical situations and ward organization on physical restraint in acute psychiatric hospital	<i>Will Newbill, Dean Marth, James Coleman, Anthony Menditto, Sarah Carson &amp; Niels Beck (USA):</i> Direct Observational Coding of Staff who are the victims of assault in a psychiatric hospital	<i>Elizabete Borges &amp; Teresa Rodrigues Ferreira (Portugal):</i> Nursing and violence in the workplace	See Parallel Session 5	
17.00-17.30	Drinks					
18.30-22.30	Dinner					

## Friday 29 October 2010

09.00-10.30	Parallel Session 7					
	Blue Room <b>Impact of violence</b> Chair: Johannes Nau	Room 2 <b>Staff to staff violence</b> Chair: Nashat Zuraikat	Room 5 <b>Strategies to manage violence</b> Chair: Edward Hill	Room 8 <b>Violence against staff &amp; impact of violence</b> Chair: Nico Oud	Room 9 <b>Workshop</b> 09.00 – 10.30	Room 10 <b>Workshop</b> 09.00 – 10.30
09.00-09.30	<i>Abdel-Hady El-Gilany, Ali Ali El-hawary &amp; Mohamed Shoada (Egypt):</i> Work place violence against psychiatric health care staff in Mansoura, Egypt	<i>Didier Camus, Nicolas Kuhne &amp; Béatrice Perrenoud (Switzerland):</i> Nurses' representation regarding aggression and violence by psychiatric inpatients: The professional experience and formation impacts?	<i>Judith Kiejda &amp; Trish Butrej (Australia):</i> Evolution of a violence prevention and response strategy in public hospitals in New South Wales Australia	<i>Yvonne Swart, Dana Niehaus, Liezl Koen &amp; Elmien Macris (South Africa):</i> Adverse Incident Monitoring At A Psychiatric Hospital in South Africa	<i>Paula Lampe (Netherlands):</i> Health Care Serial Killers	<i>Fenno Moes (Netherlands):</i> Using Good old Leary in prevention of patient conflicts
09.30-10.00	<i>Anne-Marie Brown, Dawn Bollman &amp; Patrick Griffith (Canada):</i> Locked doors: Increasing safety at what cost?	<i>Douglas McLaren (Canada):</i> Lateral Aggression among Nurses in British Columbia	<i>Christine Latham, Karen Ringl &amp; Mikel Hogan (USA):</i> Registered Nurse Mentoring and Shared Governance with Executive Management to Address Hostile Behaviour and Incivility	<i>Catherine Trask, Vicky Mak, Andrea Lam &amp; Chris Back (Canada):</i> Reporting, cause attribution, and perceptions of workplace violence: a survey of healthcare staff		
10.00-10.30	<i>Charles Harmon (Australia):</i> Developing sustainable strategies for assisting assaulted mental health nurses	<i>Heather Laschinger, Joan Finegan, Piotr Wilk &amp; Ashley Grau (Canada):</i> Influence of Empowerment on New Graduate Nurses' Experiences of Bullying and Burnout in Ontario Hospitals	<i>Hanne Juul Nielsen &amp; Birgitte Baekgaard Brasch (Denmark):</i> "From workplace to workplace – national sharing of knowledge"	<i>Raleigh Blasdell &amp; Alison Blasdell (USA):</i> An examination of nursing students' experiences as victims of physical and sexual violence		
10.30-11.00	Break					

11.00-12.30	Parallel Session 8					
	Blue Room Awareness promotion Chair: Johannes Nau	Room 2 Strategies to manage violence Chair: Nashat Zuraikat	Room 5 Staff to staff violence Chair: Edward Hill	Room 8 Workshop 11.00 – 12.30	Room 9 Workshop 11.00 – 12.30	Room 10 Workshop 11.00 – 12.30
11.00-11.30	Chris Back, Tracy Larsen, Lara Acheson, Michael Sagar, Marty Lovick, Ana Rahmat & Judy Thompson (Canada): Social Marketing Campaign- A Violence Prevention Pilot Project	Leslie Gamble, Lana Schultze & Shannon Campbell (Canada): The Aggressive Behaviour Toolkit: Infrastructure Required to Support a Violence Prevention Program in Acute Care	Matthew London, Jane Lipscomb & Kate McPhaul (USA): Intervening to prevent Co-worker Violence in U.S. Mental Health Facilities	Shoshana Shalom-Azar & Annett Liben (Israel): 'The writing was on the wall' – coping with violence against the staff	Yves Schwarmes, Jean-Marc Cloos (Luxembourg): Coping with physical aggression: introduction to defensive and self-protection methods as a response to violence	Wendy McIntosh (Australia): Self harm-violence on the body, impact on staff
11.30-12.00	Pat Bradley & Chris Dunn (Canada): An awareness strategy to promote a culture of regard	Mary Alice Melwak, Mara Collins & Graham Fewtrell (USA): Workplace Bullying and Lateral Violence: A Conceptual Model for Violence Awareness and Reduction	Cheryl Dellasega (USA): Spite in White: Relational Aggression Among Nurses			
12.00-12.30	Timothy Tregenza & Zinta Podniece (Spain): EU-OSHA; Raising awareness and promoting solutions to violence at work	Sharon Paley (UK): Developing and delivering an National Accreditation of Restrictive Physical Interventions Training (Restraint)				
12.30-13.30	Lunch  Room1 Meeting Supporting Organizations Representatives					

13.30-16.15		Blue Room				
13.30-14.00 Chair: Constance Newman	<b>Keynote 6</b> <i>Kevin McKenna (Ireland):</i> Developing a National Strategic Approach					
14.00-14.30 Chair: Constance Newman	<b>Keynote 7</b> <i>Albert van der Zeijden,</i> <i>representative of the IAPO</i> <i>(Netherlands):</i> <i>Violence, why? And how to control it</i>					
14.30-15.00	<b>Summary and preview</b> By Mireille Kingma, Rapporteur (Switzerland)					
15.00-15.30	<b>Closing</b> • Awards: "best abstract" & "best poster" • <i>Closing by Ian Needham &amp;</i> <i>Kevin McKenna</i> • Announcement next conference					
15.30-16.15	Farewell Snacks & Drinks					

# Room 6 & 7

## Posters

1  
**Strengthening social dialogue with emphasis on management of emergency situations of violence at workplaces, above all in health- and social care institutions**  
*Ivana Břeňková, & Jiri Schlanger (Czech Republic)*

2  
**Creating a safe working environment for staff through the development of Advanced Conflict Resolution Skills: A multidisciplinary approach**  
*Diane Hickford, Ruth Brown, Russell Sheldrick, Dee Ragou, Sarah Bridgford, Jackie Goodall, Ann Fletcher (UK)*

3  
**Violence at work: Response stress and coping resources**  
*Elizabete Borges, Teresa Rodrigues Ferreira (Portugal)*

4  
**Violence and quality of life in the workplace: intervention program in nurses**  
*Elizabete Borges, Teresa Rodrigues Ferreira (Portugal)*

5  
**Training staff in aggression management at Dimence (Mental Health Care Institute). From risk awareness to useful tools in aggression management**  
*Eric Stoppels, Carla de Bruyn (Netherlands)*

6  
**From Attention-Deficit/Hyperactivity Disorder and related disorders to (re)victimization among penitentiary workers**  
*Fanny Klerx-van Mierlo, Stefan Bogaerts (Netherlands)*

7  
**Mental health advance directives, a way to prevent violence**  
*Germain Droz-Dit-Busset, Yasser Khazaal, Daniele Zullino (Switzerland)*

8  
**Healthcare professionals' experiences of workplace bullying: Causes, effects and resistance**  
*Isil Karatuna, Pinar Tinaz (Turkey)*

9  
**Physical and verbal violence toward healthcare workers in hospital emergency departments in Ankara, Turkey: A questionnaire survey**  
*Melek Serpil Talas, Selma Akgüç & Semra Kocaöz (Turkey)*

10  
**Workplace abuse against nurses in hospitals in Iran**  
*Mahnaz Shoghi Ghazanfar Mirzabeigi, Sedighe Salemi, Mahnaz Sanjari, Shiva Heidari Marzie Shirazi (Iran)*

11  
**Protocol of the prevention of the internal violence in the health sector in Madrid**  
*Covadonga Caso, Dolores Crespo, Vicente Arias, Macarena Gálvez, Jose Carlos Mingote, Pablo del Pino, Luisa Rodriguez, Angeles Sanchez, Luis Vega, Rosa Esteban, Carmen Moyano & , Javier Rodriguez (Spain)*

12  
**Health providers' response post-screening for intimate partner violence**  
*Martha L. Coulter, Farah Ahmad, Susan M. Hadley, Melissa C. Mercado Crespo, Carla VandeWeerd (USA)*

13

**Multifactorial violence in the healthcare ecosystem system: Multiple opportunities for intervention**

*Michael Privitera (USA)*

14

**Restraint reduction through the use of low entry nursing beds (LEB) on a geronto-psychiatric unit**

*Petra Kurka-Pröglhöf, Petra Weiland-Fiedler, Sabine Krause, Vera Pfersmann (Austria)*

15

**Decreasing workplace violence via the implementation of the psychiatric nursing care model**

*R.J. Howerton Child (USA)*

16

**Horizontal violence on certified registered nurse anesthetists (CRNAs): A study of prevalence and impact**

*Ruth Ticknor, Barbara Penprase, Lisa Mileto (USA)*

17

**Prevention and management of violence (AVEKKI) in Health Care Study Programme at Savonia University of Applied Sciences**

*Seija Taatola, Anna-Leena Ruotsalainen (Finland)*

18

**Patterns in use of seclusion, restraints and involuntary medication in acute psychiatric wards in Norway**

*Tonje Lossius Husum, Johan Håkon Bjørngaard, Arnstein Finset, Toreif Ruud (Norway)*

19

**Thai-adolescence's social responsibility toward violence**

*Vineekarn Kongsuwan (Thailand)*

20

**The NOW-Model**

*Gernot Walter, Nico Oud & Johannes Nau (Germany)*

21

**Changing a culture: The shift to creating a safe workplace**

*Patrick Griffith, Dawn Bollman & Anne-Marie Brown (Canada)*

22

**Perception of violence by patients hospitalized in the medicine and surgery services of a public hospital**

*Monica Burgos & Tatiana Paravic (Chile)*

23

**Hospital's violence in patients**

*Monica Burgos & Tatiana Paravic (Chile)*

24

**The relationship between mobbing and co-dependency in nurses**

*Gülsüm Anceç & Elif Yuva (Turkey)*

25

**From workplace to workplace – national sharing of knowledge**

*Hanne Juul Nielsen & Birgitte Baekgaard Brasch (Denmark)*

26

**Exposure to Workplace Violence: A Survey of Paediatric Residents**

*Karen Judy (USA)*

27

**A rare but dangerous complication of physical restraint: Asphyxiation**

*Rolf Wynn, Trygve Nissen, Per Rørvik, Laila Haugslett & Trude Wynn (Norway)*

28

**Socio-political reasons of violence against healthcare workers and actual studies for public awareness**

*Pelin Demirci, Hasan Ogan & Zeynep Solakoglu (Turkish Doctors Association / The study group of Zero Tolerance Toward Violence) (Turkey)*

29

**A Study of Interpersonal Conflict in Nurses Examining the Psychological Process of Compulsively Aggressive Behaviour of Nurses**

*Naoko Shibuya & Sanae Kayukawa (Japan)*

30

**Integrative Approach of Workplace Violence Prevention**

*Yun Sang Lee, Chun Kwok So, Andy Kwok Keung Fok & Wai Kit Tang (Hong Kong)*

31

**Professional Quality of Life and Symptoms of PTSD in Adult and Child- and Adolescent Mental Care Units**

*Christian Lauvrud, Kare Nonstad, Anne Mari Undheim & Tom Palmstierna (Norway)*

32

**A study to understand Violence faced by Female Health Workers:A need to develop hospital based response**

*Padma Deosthali, Sangeeta Rege (India)*

33

**Perceived violence by workers of a primary health care centre**

*Tatiana Paravic Kljin, Sandra Valenzuela Suazo & Mónica Burgos Moreno (Chile)*

34

**Patient aggression in psychiatric services: The experience of a sample of nurses at two psychiatric facilities in Nigeria**

*James, BO; Isa, EW; Oud, NE*

35

**Patient-related violence against Emergency Department Nurses: A review of the literature**

*Jacqueline Pich, Michael Hazelton, Ashley Kable & Deborah Sundin (Australia)*