

**Program**  
**Fifth International Conference on Violence in the Health Sector**  
**26 – 28 October 2016 Dublin – Ireland**

**Tuesday 25 October 2016**

15.00 – 19.00	Registration			
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**Wednesday 26 October 2016**

<b>Room</b>	<b>Lounge + Registration</b>			
07.30 – 09.00	Setting up poster display and exhibition			
07.30 – 18.00	Registration			
09.00 – 18.00	Poster display & exhibition			
07.30 – 09.00	Welcome coffee & tea			

<b>Room</b>	<b>Redwood B+ C</b>			
09.00 – 09.45	<b>Opening &amp; Welcome by:</b> <i>Simon Harris, minister of Health</i> <i>Ian Needham &amp; Kevin McKenna</i> <i>Annette Kennedy (local committee)</i> <i>Nico Oud</i>			
09.45 – 10.30	<b>Keynote (1)</b> <i>Odile Frank (USA):</i> <b>A Metastructure of Violence: Roles of the Health Sector</b>			
10.30 – 11.15	<b>Keynote (2)</b> <i>Patricia Richard-Clarke (Ireland):</i> <b>A Rights based perspective on violence</b>			
11.15 – 11.45	<b>Break</b>			
11.45 – 12.30	<b>Keynote (3)</b> <i>Bernadette Schomaker &amp; Peter Peerdeman (Netherlands):</i> <b>Where care and safety meet</b>			
12.30 – 13.15	<b>Keynote (4)</b> <i>Wilma Boevink (Netherlands):</i> <b>Towards a Charta for collaboration between users and professionals</b>			
13.15 – 14.30	<b>Lunch</b>			

<b>Parallel Session (1) Room</b>	<b>Redwood A</b> <b>Chair: Ian Needham</b>	<b>Redwood B</b> <b>Chair: Kevin McKenna</b>	<b>Redwood C</b> <b>Chair: Johannes Nau</b>	<b>Room 18</b> <b>Chair: Michael Privitera</b>
<b>Theme</b>	<b>Aggression and/or violence toward staff or service users</b>	<b>Aggression and/or violence toward staff or service users</b>	<b>Education and Training</b>	<b>Creating aggression and violence minimizing cultures</b>
<b>14.30 – 15.00</b>	<i>Maria Marques &amp; Damilton Rodriques (Portugal):</i> Aggressive behaviors and risk of violence in Cape Vert's psychiatric setting	<i>David Sharp &amp; Michael Polacek (USA):</i> Applying the process of client engagement to reduce workplace violence	<i>Salli Vannucci (USA):</i> A Solution to Increasing Nursing Retention: Integrating Incivility Education into the Baccalaureate Degree Nursing Curriculum	<i>Renee Berquist, Dave Holmes &amp; Isabelle St-Pierre (Canada):</i> Uncaring Nurses: Surviving Academia
<b>15.00 – 15.30</b>	<i>Gro Flatøy, Ingrid H Johansen, Valborg Baste, Judith Rosta, Olaf G Aasland &amp; Tone Morken (Norway):</i> Changes in violence against doctors in Norway between 1993 and 2014	<i>Frederik Gildberg (Denmark):</i> As Time Goes By: Reasons and Characteristics of Prolonged Episodes of Mechanical Restraint in Forensic Psychiatry	<i>Heather Middleton (Canada):</i> Making assumptions about healthcare workers' understanding of how to work safely with persons with dementia	<i>Michael Privitera (USA):</i> Organizational Contributions to Healthcare Worker (HCW) Burnout and Workplace Violence (WPV) Overlap: Is this an opportunity to sustain prevention of both?
<b>15.30 – 16.00</b>	<i>Sandra J Smith, Marcel Moniz, Arlene Gladstone, Kim Storey, DJ Sanderson &amp; Erna Bujna (Canada):</i> Hospital and Union Partnership to Advance Workplace Violence Prevention: Optimizing and Evolving Staff Safety Pendants	<i>Darcy Copeland &amp; Melissa Henry (USA):</i> Compassion Fatigue, Compassion Satisfaction, Perceptions of Safety and Experiences of Violence Among Emergency Department Staff		<i>Judith MacIntosh (Canada):</i> Minimizing workplace bullying by promoting dignity and respect at work
<b>16.00 – 16.30</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>
<b>Parallel Session (1) Room</b>	<b>Room 16</b>	<b>Room 15</b>	<b>Room Executive Boardroom</b>	<b>Room 2</b>
<b>Theme</b>	<b>Workshop</b>	<b>Special Workshop</b>	<b>Workshop</b>	<b>Workshop</b>
<b>14.30 – 16.00</b>	<i>Linda O'Dell (USA):</i> Let us all go home safe after work	<i>Patricia Capello (USA):</i> The Choreography of Catharsis: Recognizing, Responding, and Recovering from Violence in the Health Sector	<i>Deborah Jones (USA):</i> Important Safety Strategies for Providers offering Home based Behavioral and other Healthcare Services	<i>Pradip Lamsal &amp; Krishna Adhikary (Nepal):</i> Sexual Harassment Against Female Nursing Staffs in different Hospitals of Kathmandu, Nepal
<b>16.00 – 16.30</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>

<b>Parallel Session (2) Room</b>	<b>Redwood A</b> <b>Chair: Hulya Bilgin</b>	<b>Redwood B</b> <b>Chair: Michael Privitera</b>	<b>Redwood C</b> <b>Chair: Nashat Zuraikat</b>	<b>Room 18</b> <b>Chair: Ian Needham</b>
<b>Theme</b>	<b>Aggression and/or violence toward staff or service users</b>	<b>Aggression and/or violence toward staff or service users</b>	<b>Education and Training</b>	<b>Emotional / Psychological impacts of aggression &amp; violence</b>
<b>16.30 – 17.00</b>	<i>Tone Morken, Ingrid H Johansen &amp; Kjersti Alsaker (Norway):</i> Risk factors for aggressive incidents in emergency primary care- a qualitative study	<i>Karin Peter, Christoph Golz, Sabine Hahn &amp; Dirk Richter (Switzerland):</i> Aggression in German Acute Care Hospitals - Results of a Mixed Methods Study	<i>Maria Baby, Nicola Swain &amp; Christopher Gale (New Zealand):</i> “It’s all about Communication” versus “Mindfulness” training to minimize patient aggression against healthcare workers: Results from a randomized controlled trial	<i>Steve Geoffrion, Charles-Édouard Giguère &amp; Stéphane Guay (Canada):</i> Aggression, traumatic material, accountability and compassion among child protection workers: the intervening effect of professional identity
<b>17.00 – 17.30</b>	<i>Roberta Fida, Carlo Tramontano &amp; Marinella Paciello (UK):</i> The counter-aggressive response to Patient Aggression	<i>Jose Angel Torres (USA):</i> The Customer is NEVER Right: A Nurse Practitioner’s Perspective	<i>Maartje Knotter (Netherlands):</i> Meta-analysis (multi-level) of staff training	<i>Sandi Mowat &amp; Mikaela Brooks (Canada):</i> Addressing the psychological impacts of violence and trauma in the nursing profession
<b>17.30 – 18.00</b>	<i>Aysel Gurkan &amp; Yesim Dikmen Ayдын (Turkey):</i> Perceptions of healthcare students related to violence against healthcare staff in Turkey	<i>Matejka Pintar Babié, Aljosa Lipovec, Irena Us &amp; Branko Bregar (Slovenia):</i> The importance of assessment of violent behavior in patients with mental disorder at admission to the University Psychiatric Clinic in Ljubljana	Jade Sheen, Wendy Sutherland-Smith & Jane McGillivray (Australia): Enhancing students’ clinical competence in risky environments through a blended simulation-based learning program	<i>Ian Needham (Switzerland):</i> Stress and strain on forensic psychiatric nurses: Violence just one part of the picture
<b>Parallel Session (2) Room</b>	<b>Room 16</b> <b>Chair: Michael Sagar</b>	<b>Room 15</b>	<b>Room Executive Boardroom</b>	<b>Room 2</b>
<b>Theme</b>	<b>Creating aggression and violence minimizing cultures</b>	<b>Workshop</b>	<b>Special Workshop</b>	<b>Workshop</b>
<b>16.30 – 17.00</b>	<i>Adeboye Titus Ayinde (Nigeria):</i> Workplace aggression among healthcare professionals in Nigeria: Psychosocial and cultural explanations	<i>Jeffrey Miller (USA):</i> The Missing Element in Your Policy: Liability-conscious Staff-centric Self-Defense Procedures and Training	<i>Bernadette Schomaker &amp; Peter Peerdeman (Netherlands):</i> Where care and safety meet	<i>Pauline Cusack &amp; Susan McAndrew (UK):</i> Restraining abusive practice: Practicing inside a legal, moral and ethical code
<b>17.00 – 17.30</b>	<i>AnnMarie Papa, Gordon Gillespie &amp; Ligia Gómez (USA):</i> Workplace Violence: Pearls from the Pearl of the Antilles			
<b>17.30 – 18.00</b>	<i>Nutmeg Hallett, Judith Sixsmith, Jörg Huber &amp; Geoff Dickens (UK):</i> The Northampton Violence and Aggression Prevention Scale (NoVAPS) - Development of a new tool to measure the violence prevention climate			
<b>19.00 – 20.30</b>	<b>Welcome Reception at the city Hall – transport by busses</b> <i>Ian Needham &amp; Kevin McKenna</i> <i>Dublin Mayor</i> <i>Nico Oud</i> <i>DKIT Music Department Students</i>			

Thursday 27 October 2016

Room	Lounge + Registration			
08.00 – 18.00	Registration			
08.00 – 09.00	Welcome coffee & tea			
09.00 – 18.00	Poster display & exhibition			

Room	Redwood B+ C Chair: Kevin McKenna			
09.00 – 09.45	<b>Keynote (5)</b> <i>Jiska Cohen-Mansfield (Israel):</i> <b>The challenges of challenging behavior</b>			
09.45 – 10.30	<b>Keynote (6)</b> <i>James Blair (USA):</i> <b>Forms of neuro-cognitive dysfunction that increase the risk for violence</b>			
10.30 – 11.00	Break	Break	Break	Break

<b>Parallel Session (3) Room</b>	<b>Redwood A Chair: Howard Catton</b>	<b>Redwood B Chair: Odile Frank</b>	<b>Redwood C Chair: Christiane Wiskow</b>	<b>Room 18 Chair: Carol Tuttas</b>
<b>Theme</b>	<b>Aggression and/or violence toward staff or service users</b>	<b>Engaging with stakeholders in seeking solutions</b>	<b>Education and Training</b>	<b>Creating aggression and violence minimizing cultures</b>
<b>11.00 – 11.30</b>	<i>Yesim Dikmen Ayдын &amp; Aysel Gurkan (Turkey): Perception of violence against health personnel in people admitted to health facilities</i>	<i>Alessandro Stievano, Dyanne Affonso, Rosaria Alvaro, Laura Sabatino &amp; Gennaro Rocco (Italy): Intra- and inter-professional relationships: ethical impact on respect for nurses in internal medicine and surgical wards in the Italian context</i>	<i>Jakub Lickiewicz (Poland): The effectiveness of Violence Aggression program in group of medical faculties studies</i>	<i>Adelheid Zeller (Switzerland): Dealing with aggressive behavior in nursing homes: Nurses' use of strategies and interventions</i>
<b>11.30 – 12.00</b>	<i>Jacqueline Pich, Ashley Kable &amp; Michael Hazelton (Australia): Antecedents and precipitants of patient-related violence in the emergency department: The Australian VENT Study</i>	<i>Heather Weins &amp; Dave Keen (Canada): Joint committee response to a serious assault at an acute care regional hospital emergency department</i>	<i>Martin Hopkins, Paul Morrison &amp; Catherine Fetherston (Australia): Enhancing Nursing Students' Resilience to Aggressive and Violent Events</i>	<i>Sileshi Garoma Abeya (Ethiopia): Factors Associated with Attitudes of Men towards Gender and Intimate Partner Violence Against Women in Eastern Ethiopia: A Multinomial Logistic Regression Analysis</i>
<b>12.00 – 12.30</b>	<i>Sylvie Lévesque, Manon Bergeron, Lorraine Fontaine &amp; Sarah Beauchemin-Roy (Canada): Violence against women during childbirth in healthcare settings : a concept analysis</i>	<i>Paul Curry &amp; Janet Hazelton (Canada): Broken Homes: Nurses speak out on the state of long-term care in Nova Scotia and chart a course for a sustainable future</i>	<i>Jukka Aho, Helena Pennanen, Kirsi Kauppila &amp; Pirjo Sirén (Finland): Developing together good practices within AVEKKI-model - Cooperation between education and working life</i>	<i>Mahesh Chauhan, Tom Harris &amp; Dee Vujkovic (UK): Working in Collaboration: Alternative methods of Preventing and Managing Violence and Aggression</i>
<b>12.30 – 14.00</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>
<b>Parallel Session (3) Room</b>	<b>Room 16 Chair: Ian Needham</b>	<b>Room 15</b>	<b>Room Executive Boardroom</b>	<b>Room 2</b>
<b>Theme</b>	<b>Emotional / Psychological impacts of aggression &amp; violence</b>	<b>Workshop</b>	<b>Workshop</b>	<b>Workshop</b>
<b>11.00 – 11.30</b>	<i>Maria Clelia Zurlo &amp; Federica Vallone (Italy): The spiral effect of violence and conflict on psychological and interpersonal health conditions of nurses</i>	<i>Linda Haslam-Stroud &amp; Marie Kelly (Canada): Shifting Mindsets: Canada's biggest nurses' union shares its four-pronged approach to protect caregivers and clients</i>	<i>Rosalyn Mloyi &amp; Abubakar Idris (UK): Restrictive Practice: De-mystifying the principles to support implementation</i>	<i>Jeffrey Ho &amp; Michael Coplen (USA): Clinician-Led Initiatives in Hospital Security: A Paradigm Shift</i>
<b>11.30 – 12.00</b>	<i>Maria Teresa Ferreira Cortes, Tatiane Maria Angelo Catharini, Thais Miwa Taira, Renata Cruz Soares de Azevedo &amp; Mário Eduardo Costa Pereira (Brazil): The importance of friends as support network for rape victims</i>			
<b>12.00 – 12.30</b>	<i>Maryline Abt, Ian Needham, Jacqueline Wosinski &amp; Diane Morin (France): Patients' perspectives of involuntary referral to a psychiatric hospital: a grounded theory study</i>			
<b>12.30 – 14.00</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>

<b>Parallel Session (4) Room</b>	<b>Redwood A</b> <b>Chair: Annette Kennedy</b>	<b>Redwood B</b> <b>Chair: Steve Geoffrion</b>	<b>Redwood C</b> <b>Chair: Hulya Bilgin</b>	<b>Room 18</b> <b>Chair: Franklin Shaffer</b>
<b>Theme</b>	<b>Aggression and/or violence toward staff or service users</b>	<b>Engaging with stakeholders in seeking solutions</b>	<b>Education and Training</b>	<b>Creating aggression and violence minimizing cultures</b>
<b>14.00 – 14.30</b>	<i>Dave Keen, Waqar Mughal &amp; Paul Brown (Canada):</i> Reporting on Violence: Data Integration and Reporting Across the Healthcare Sector in British Columbia, Canada	<i>Jeff Young &amp; Scott MacMillan (Canada):</i> Reducing Emergency Department violence and increasing the patient care experience with a customer service focused Ambassador position	<i>Rushi Naaz (India):</i> Domestic Violence: Mental Health perspective	<i>Karin Taylor, Jule Butchart, Eloiza Domingo-Snyder, Nasreen Bahreman, Ilara Mittman, Walt Simmons, JoAnn Ioannou, Patricia Sullivan &amp; Katherine Pontone (USA):</i> Interdisciplinary simulation program with the psychiatric emergency staff to improve communication and acknowledge implicit bias
<b>14.30 – 15.00</b>	<i>Waqar Mughal, Paul Brown &amp; Dave Keen (Canada):</i> Does Training Make a Difference? Initial Findings of Relationship Analyses Between Data Sets for Violence Prevention	<i>Pauline Worsfold, Linda Silas &amp; Carol Reichert (Canada):</i> Domestic Violence and the Health Care Workplace: the role of nurses' unions	<i>Jeannette Cotar-Haeusermann, Ursula Quiblier-Gartner &amp; Peter Wolfensberger (Switzerland):</i> Violence prevention and verbal de-escalation - training and implementation in a psychiatric hospital	<i>Birgit Heckemann, Ruud JG Halfens, Jos MGA Schols, Karin A Peter, Gerjo Kok &amp; Sabine Hahn (Sweden):</i> Challenges, opportunities and behaviours: how nurse managers deal with patient/visitor aggression in general hospitals
<b>15.00 – 15.30</b>	<i>Jean Proulx, Jonathan James &amp; Tamsin Higgs (Canada):</i> Pathways to sexual homicide	<i>Kirsti Weekes-Bissada (Canada):</i> Organizational change: A case study of hospital staff attitudes, behaviors post amalgamation	<i>Jukka Aho &amp; Helena Pennanen (Finland):</i> Genuinely present – professional practise in one-to-one nursing situations: course for nurses	<i>Thomas Meehan &amp; Angelo de Alwis (Australia):</i> Predicting aggression at the time of admission to acute care -What factors should clinicians consider?"
<b>15.30 – 16.00</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>
<b>Parallel Session (4) Room</b>	<b>Room 16</b> <b>Chair: Nico Oud</b>	<b>Room 15</b>	<b>Room Executive Boardroom</b>	<b>Room 2</b>
<b>Theme</b>	<b>Emotional/Psychological/Service related impacts of aggression &amp; violence</b>	<b>Workshop</b>	<b>Special Debate</b>	<b>Workshop</b>
<b>14.00 – 14.30</b>	<i>Tina Vandecasteele, Bart Debyser, Ann Van Hecke, Tineke De Backer, Dimitri Beeckman &amp; Sofie Verhaeghe (Belgium):</i> Patients' perceptions of transgressive behaviour in care relationships with nurses: a qualitative study	<i>Samuel Smith (UK):</i> Safeguarding within female forensic mental health pathways: promotion and development of Positive Culture of Safeguarding in the management of safeguarding incidents	<i>Kevin McKenna &amp; Howard Catton (ICN):</i> Debate on the ICN position paper regarding aggression & violence	<i>Siti Pariani (Indonesia):</i> The role of medical ethic, medical law and medical discipline in Patient care abuse
<b>14.30 – 15.00</b>	<i>Manon Bergeron, Sylvie Lévesque, Lorraine Fontaine &amp; Sarah Beauchemin-Roy (Canada):</i> Distress, suffering or violence during childbirth: current reflections and practices of community outreach workers			
<b>15.00 – 15.30</b>				
<b>15.30 – 16.00</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>

<b>Parallel Session (5) Room</b>	<b>Redwood A</b> <b>Chair: Annette Kennedy</b>	<b>Redwood B</b> <b>Chair: Siriw an Grisurapong</b>	<b>Redwood C</b> <b>Chair: Kevin McKenna</b>	<b>Room 18</b> <b>Chair: Adelheid Zeller</b>
<b>Theme</b>	<b>Aggression and/or violence toward staff or service users</b>	<b>Minimization/Reduction of seclusion, restraint &amp; coercive measures</b>	<b>Education and Training</b>	<b>Quality safety and risk reduction initiatives &amp; Various themes</b>
<b>16.00 – 16.30</b>	<i>Suyash Sinha, Khushboo Bhatia &amp; Anirudha Behere (India):</i> Workplace Violence faced by Doctors in a Rural tertiary hospital of Central India: Pattern & Intervention	<i>Paul Doedens, Jentien M Vermeulen, Corine HM Latour &amp; Lieuwe de Haan (Netherlands):</i> Exclusion by seclusion - Influence of care workers on seclusion and patients' advice on prevention	<i>Ross Gibson &amp; Sheile Mercato-Mallari (Canada):</i> Staff injury reduction associated with pervasive Violence Prevention education across a large regional health Authority	<i>Angela Stumpf &amp; Adelheid Zeller (Switzerland):</i> Violence in hospitals – The needs of nurses and the ward manager's evaluations of the needs
<b>16.30 – 17.00</b>	<i>Anagha Sinha, Rufina Binoy &amp; M. Behere (India):</i> Workplace violence faced by Nurses in a rural tertiary hospital of Central India: Pattern & Intervention	<i>Owen Price, Debbie Butler, Anne Scott, Andrew Grundy, John Baker &amp; Karina Lovell (UK):</i> Principles supporting effective use of de-escalation techniques for the management of violence and aggression: patient perspectives	<i>Stéphane Guay, Richard Boyer &amp; Jane Goncalves (Canada):</i> Evaluation of a training program to prevent and manage violence in a mental health setting	Chris Stirling & Richard Barnett (UK): Minimizing the physiological and psychological risks of prone restraint
<b>17.00 – 17.30</b>	<i>Judith Arnetz, Lydia Hamblin, Mark Upfal, Mark Luborsky, James Janisse, Jim Russell &amp; Lynnette Essenmacher (USA):</i> Workplace Bullying: Descriptive Analysis of Incident Reports in a Large Hospital System		<i>Paul Brown, Dave Keen &amp; Waqar Mughal (Canada):</i> Provincial Integrated Violence Prevention Education Completion Rate Reporting Initiative	<i>Joy Barrowman (Australia):</i> 'Enough is not Enough' creating a safe environment on a mental health unit
<b>Parallel Session (5) Room</b>	<b>Room 16</b>	<b>Room 15</b>	<b>Room Executive Boardroom</b>	<b>Room 2</b>
<b>Theme</b>	<b>Workshop</b>	<b>Workshop</b>	<b>Workshop</b>	<b>Special Workshop</b>
<b>16.00 – 17.30</b>	<i>Mark Phillips, Eve Baird &amp; Darren Hill (UK):</i> Shifting Focus - Implementing Violence Reduction Training that Highlights the Importance of Communication Skills	<i>Henrietta Van Hulle, Irene Andress, Linda Haslam-Stroud &amp; Sharon Navarro (Canada):</i> A Collaborative Approach to Preventing Workplace Violence in Canadian Health Care Workplaces	<i>Michael Privitera &amp; Bob Bowen (USA):</i> Burnout and Disruptive Behavior: From Theory to Practice	<i>Sheena Clarke (Ireland):</i> Special workshop on mindfulness
<b>19.00 – 23.00</b>	<b>Conference Dinner – transport by busses</b> <i>Ian Needham &amp; Kevin McKenna</i> <i>Nico Oud</i> <i>DKIT Music Department Students</i>			

**Friday 28 October 2016**

Room	Lounge + Registration			
08.00 – 18.00	Registration			
08.00 – 09.00	Welcome coffee & tea			
09.00 – 15.00	Poster display & exhibition			

Parallel Session (6) Room	Redwood A Chair: Sirivan Grisurapong	Redwood B Chair: Carol Tuttas	Redwood C Chair: Kevin McKenna	Room 18 Chair: Odile Frank
Theme	Aggression and/or violence toward staff or service users	Creating aggression and violence minimizing cultures / other subthemes	Education and Training	Policy/guidance on best practice initiatives
09.00 – 09.30	Liv Os Stølan, Hans Raben, Lis Sørensen, Mette Brandt-Christensen & Jette Møllerhøj (Denmark): From 'fat cow s' to physical attacks - Assault against public servants leading to sentences to psychiatric treatment	Tessa Maguire, Michael Daffern, Steve Bowe & Brian McKenna (Australia): Examining the use of the DASA in mental health settings	Malcolm Boyle & Jaime Wallis (Australia): Why don't student paramedics report acts of workplace violence against them?	Patrice Brown (USA): Agent of Change: A Push for Legislation to Protect the Healthcare Provider
09.30 – 10.00	Liam Marshall (Canada): Reducing Inpatient Violence in a Maximum Security Forensic Hospital	Rosemary Taylor & Steve Taylor (USA): Enactors of horizontal violence in nursing: Implications for intervention	Sheile Mercado-Mallari & Ross Gibson (Canada): Violence Prevention Program and Standardized Training Curriculum Implementation; One Large Health Authority's challenges, successes, learnings	Fatemeh Heshmati Nabavi, Malihe Hemati Esmaeili & Seyed Reza Mazlom (Iran): Educational and managerial policy making to reduce workplace violence against nurses and their fear
10.00 – 10.30	Siriwan Grisurapong (Thailand): Experience of violence among Thai health service users under Health Insurance Universal Coverage Program (HIUCP) and expected quality of care (QOC)	Susan Johnson (USA): <i>Mean Girls in the ER and Snakes in the Nursing Station: Discourses of Workplace Bullying in the Nursing Profession</i>	Patricia Bradley (Canada): Exploration of the experience of bullying and the creation of an intervention model in nursing education	Lorelei Faulkner-Gibson, Kathryn Dewar & Ben Phillips (Canada): Perceptions of violence in children's and women's health care facility
10.30 – 11.00	Break	Break	Break	Break
Parallel Session (6) Room	Room 16	Room 15	Room Executive Boardroom	Room 2
Theme	Workshop	Workshop	Workshop	
09.00 – 10.30	Christiane Wiskow (Switzerland): HealthWISE: a participatory approach to tackle violence and discrimination in health services	Antonio Drago, Tina Sognstrup, Bodil Buus & Agnethe Clemmensen (Denmark): Unw anted therapeutic events in clinical practice. A role for the Sensory Modulation Strategy	Warrick Brew er (Australia): Engaging and managing angry young men with mental health issues: a six-session intervention	
10.30 – 11.00	Break	Break	Break	Break

<b>Parallel Session (7) Room</b>	<b>Redwood A Chair:</b>	<b>Redwood B Chair: Nashat Zuraikat</b>	<b>Redwood C Chair: Franklin Shaffer</b>	<b>Room 18 Chair: Michael Sagar</b>
<b>Theme</b>	<b>Education and Training</b>	<b>Quality safety and risk reduction initiatives / impacts of aggression &amp; violence</b>	<b>Emotional / Psychological impacts of aggression &amp; violence</b>	<b>Policy/guidance on best practice initiatives</b>
<b>11.00 – 11.30</b>	<i>Andrea Lam, Carrie Smith &amp; Sue Filek (Canada):</i> 5 years later: Collaborative Revisioning of a Provincial Violence Prevention Curriculum	<i>Nashat Zuraikat, Janice Bearer, Cindy Virgil, Jessa Cardelli, Margaret Freeman, James Kineer, Suzanne Edwards, Vickie Cressley, Deana Szentmiklosi &amp; Nahlah Alzhrani (USA):</i> From S.T.A.M.P. to S.P.I.R.A.L.: An Intervention Strategy to Reduce Work Place Violence in Healthcare Organizations	<i>Gordon Gillespie, Donna Martsolf, Terri Byczkowski &amp; Scott Bresler (USA):</i> A Comparison of the Emotional Impact and Support Systems Used Following Workplace Aggression	<i>Michael Sagar (Canada):</i> Plan before you drive clients: Developing resources for an invisible problem
<b>11.30 – 12.00</b>	<i>Rita Biancheri &amp; Maria Lucia Piga (Italy):</i> Failure to prevent violence: the social costs and consequences on women's health	<i>David Matas (Canada):</i> The killing of prisoners of conscience in China for their organs	<i>Barb Le Blanc, Amelie Perron &amp; Dave Holmes (Canada):</i> I will survive! Coping with violence experienced within nursing education and socialization processes	<i>Alaa Alsadadi (Bahrain):</i> What to use in an acute psychiatric ward? A review of available treatment for agitation
<b>12.00 – 12.30</b>	<i>Timothy Meeks (USA):</i> Using Technology in Simulation to Enhance Violence Prevention Training and Increase Caregiver Empathy			<i>Peter Clancy (Canada):</i> A Workplace Violence Prevention Summit: System partners collaborating to reduce the risks
<b>12.30 – 13.30</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>
<b>Parallel Session (7) Room</b>	<b>Room 16</b>	<b>Room 15</b>	<b>Room Executive Boardroom</b>	<b>Room 2</b>
<b>Theme</b>	<b>Workshop</b>	<b>Workshop</b>	<b>Workshop</b>	<b>Workshop</b>
<b>11.00 – 12.30</b>	<i>Lois Moylan &amp; Kevin McKenna (USA):</i> The impact and support experiences of personnel following occurrences of work related aggression and/or violence: a transatlantic comparison	<i>Bob Bowen &amp; Michael Privitera (USA):</i> Guiding Organizations Towards Wellness: Identifying and Transitioning Toxic Organizational Cultures to Support Minimizing Restraint	<i>Consol Serra Pujadas, Maria Rocío Ibañez, Victor Frias, Rocío Villar, Maribel Perez, Merce Fernandez &amp; Jose Maria Ramada (Spain):</i> Risk assessment of violence at work involving managers of a public health system in Barcelona	<i>Consol Serra, Rocío Villar, Jose Maria Ramada, Victor Frias &amp; Maria Rocío Ibañez (Spain):</i> Self-reporting system of aggressions: a useful tool for workers, managers and occupational health professionals
<b>12.30 – 13.30</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>	<b>Lunch</b>

<b>Parallel Session (8) Room</b>	<b>Redwood A Chair: Marie Kelly</b>	<b>Redwood B Chair: Howard Catton</b>	<b>Redwood C Chair: Johannes Nau</b>	<b>Room 18 Chair: Christiane Wiskow</b>
<b>Theme</b>	<b>Aggression and/or violence toward staff or service users</b>	<b>Minimization/Reduction of seclusion, restraint &amp; coercive measures/ other subtheme</b>	<b>Other subthemes, but related to the conference theme</b>	<b>Physical/Injury impacts of aggression &amp; violence / various theme</b>
<b>13.30 – 14.00</b>	<i>Des Robinson &amp; Kevin McKenna (Ireland):</i> Aggression and violence experienced by special needs assistants within Irish educational settings	<i>Owen Price, John Baker &amp; Karina Lovell (UK):</i> The de-escalation continuum: a qualitative investigation of mental health staff perspectives on the use of de-escalation techniques for the management of violence and aggression	<i>Tina Vandecasteele, Bart Debyser, Ann Van Hecke, Tineke De Backer, Dimitri Beeckman &amp; Sofie Verhaeghe (Belgium):</i> Nurses' perceptions of transgressive behaviour in care relationships: A qualitative study	<i>Jacob Hvidhjelm, Dorte Sestoft &amp; Jakob Bjørner (Denmark):</i> The Aggression Observation Short Form identified episodes not reported on The SOAS-R
<b>14.00 – 14.30</b>	<i>Jordan Salvador (Philippines):</i> Exploring the Lived Experiences of Bullied Nurses in Selected Hospitals in Metro Manila, Philippines	<i>Jesper Bak (Denmark):</i> Do Politicians Have the Power and Ability to Order a Halving of Psychiatric Patients Experiencing Mechanical Restraints?	<i>Prakash B Behere &amp; Richa Yadav (India):</i> Workplace violence faced by Health care professionals & the Auxiliary Hospital staff in a tertiary hospital of central India: A comparative study	<i>Romain Jammal-Abboud (Israel):</i> Betw een Individualism and Collectivism: Arab social workers dealing with violence dilemma in ISRAEL
<b>14.30 – 15.00</b>		<i>Michael Fitzgerald (Ireland):</i> Autism and aggression	<i>Heidi Siller, Gloria Tauber &amp; Margarethe Hochleitner (Austria):</i> Is it a prerequisite to experience mistreatment during medical education -An explorative study	
<b>15.00 – 15.30</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>
<b>Parallel Session (8) Room</b>	<b>Room 16</b>	<b>Room 15</b>	<b>Room Executive Boardroom</b>	<b>Room 2</b>
<b>Theme</b>	<b>Workshop</b>	<b>Replicate Special Workshop</b>	<b>Workshop</b>	
<b>13.30 – 15.00</b>	<i>Thomas Nag, Jakub Lickiewicz &amp; Conrad Ravnanger (Norway):</i> TERMA - Therapeutic Management of Aggression	<i>Sheena Clarke (Ireland):</i> Special workshop on mindfulness  Replicate from Thursday workshop	<i>Marion Steffens &amp; Ulrike Janz (Germany):</i> Implementation of trainings on genderbased violence in the clinical context	
<b>15.00 – 15.30</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>

Room	Redwood B+ C <i>Chair: Kevin McKenna</i>			
15.30 – 16.00	<b>Keynote (7)</b> <i>Frances Hughes (ICN):</i> <b>Nurses experience of violence and abuse in the workplace and strategies to prevent and mitigate harm</b>			
16.00 – 16.30	<b>Keynote (8)</b> <i>Geoffrey Corry (Ireland):</i> <b>From conflict, through peace process, to reconciliation</b>			
16.30 – 17.00	<b>Awards &amp; Closing</b> <i>Ian Needham &amp; Kevin McKenna</i> <i>Mary Kelly (ONA) (Canada)</i> <i>Nico Oud</i>			
17.00 – 17.30	<b>Farewell Drinks</b>			

## Posters

1. *Christian Rasmussen, Helle Holmquist Jespersen, Kristina Schwartz & Dina Nordfors Stenborg (Denmark):*  
Sensory modulation used as a direct care response to decrease agitation in the acute psychiatric setting
2. *Özge Sukut, Fadime Kaya, Sevim Buzlu (Turkey):*  
The relation between substance use and violence
3. *Johannes Nau, Gernot Walter & Nico Oud (Germany):*  
Aggression management, environmental factors, interaction, personal factors, problem solving, sense of security and equilibrium
4. *Volodymyr Mykhaylov, Hanna Kozhyna, Iryna Zdesenko & Diana Feldman (Ukraine):*  
Depressive disorders as a result of military aggression in persons from Anti Terrorism Operation Territory
5. *Jane Obi-Udeaja (UK):*  
Patient centred physical restraint: a case study of two NHS mental health inpatient wards
6. *Anna Hemmi & Kirsi Kauppila (Finland):*  
Creating a Safety Placard – Preventing and managing threatening and violent situations together
7. *Oleksander Kryshchal (Ukraine):*  
Art therapy in the system of rehabilitation of domestic violence victims in modern conditions
8. *Kirsi Kauppila, Kirsti Kumpulainen & Katri Vehviläinen-Julkunen (Finland):*  
Debriefing after manual restraining in child psychiatric inpatient care
9. *Janne Hertz & Annette Jakobsen (Denmark):*  
De-escalation and conflict resolution in the acute ward: Simulation-based training in Denmark
10. *Jae Bum Park & Kyung Jong Lee (South Korea):*  
The Relationship Between Adverse Social Behaviors and Health Problems in the Korean Healthcare Sector
11. *Ellen Boldrup Tingleff, Steve Bradley, Frederik Alkier Gildberg, Gitte Munksgaard & Lise Hounsgaard (Denmark):*  
A systematic literature review of psychiatric patients' perceptions of situations connected with coercive measures
12. *Agata Kozłowska (Poland):*  
Does the feeling of anger always lead to aggression?
13. *Josianne Lamothe & Stéphane Guay (Canada):*  
Resilience at work: A longitudinal investigation of the impact of perceived organizational support, aggression management training, sex, and acute stress disorder symptoms on emotional well-being
14. *Martha Coulter, Ngozichukwuka Agu, Cara de la Cruz, Aimee Eden & Carla VandeWeerd (USA):*  
Characteristics of Female Perpetrators in Treatment Programs for Domestic Violence
15. *Nicola Ramacciatì, Enrico Lumini, Marco Proietti Righi, Andrea Ceccagnoli, Beniamino Addey & Laura Rasero (Italy):*  
User-friendly system for reporting violent incidents in the Emergency Department: an Italian experience
16. *Mette Wallbohm Olsen, Elisabeth Myhre, Rikke Engell, Anna Gry Bille & Kristina Schwartz (Denmark):*  
The implementation of Safe wards strategies in a collaboration of an open and closed ward, with an aim to decrease violence and threats, as well as reduce the use of force
17. *Lene Haugaard Bonnesen, Rasmus Bo Greve Pedersen & Amir Bacic (Denmark):*  
Early relation between patients and staff can possibly reduce violence and threats in a psychiatric unit
18. *Andrea Renz, Virpi Hantikainen & Andre Fringer (Switzerland):*  
Application of Kinaesthetics to decrease challenging behaviour during support persons with dementia
19. *Søren Birkeland (Denmark):*  
Threats and Violence in the Lead-up to Psychiatric Mechanical Restraint – a Danish Case Law Study
20. *Gizem Şahin, Sevim Buzlu, Hülya Bilgin (Turkey):*  
Nurses' Information, Attitude and Practices About Physical Restraint in Turkey: A Systematic Review
21. *Cheryl Ann Kennedy, Ketan Hirapara, Nancy Rodrigues, Chiadikaobi Okeorji, Ghulam Khan & Trishna Kumar (USA):*  
Crisis Response Team Look Back: Calls for Help Increase; Restraints Use Decrease: Is Violence Increasing or are We Better at Recognizing, Intervening and Preventing?
22. *Moushumi Purkayastha Mukherjee (India):*  
Comorbidity in cases with violence episodes

23. *David Ugal, Boniface Ushie & Justine Ingwu (Nigeria):*  
User Evaluation of Availability of Medicines in Nigerian Public Hospitals: Why do Urban Dwellers Purchase Medicines from For-Profit Pharmacies?
24. *Amber McCall, Sandra Inglett, Wanda Taylor, Jane Garvin & Caroline McKinnon (USA):*  
Incivility as Experienced in Nursing Academia: A Focus on Faculty and Students
25. *Troy Savage (Canada):*  
Assault and Seclusion Before and After Implementation of a Behavioural Safety Plan: A Case Study
26. *Lea Deichmann Nielsen (Denmark):*  
Development and validation of the MR-CRAS (Mechanical Restraint – Confounding-Risk-Alliance-Score)
27. *Niki Gjere, Cynthia Peden-McAlpine & Jean Wyman (USA):*  
Can aggression be prevented? Inpatient psychiatric nurses' experiences
28. *Martin Anu Nkematabong (Cameroon):*  
Terminally Ill Patients Denied the Right to Die Well
29. *John Parkes, Doug Thake & Mike Price (UK):*  
Physiological Effects Of Standing Head-Hold Restraint Positions
30. *Trevor Broughton (UK):*  
Outcomes of criminal proceedings against inpatients involved in assaults within a Mental Health Service
31. *Gupta Bahadur Shrestha & Pradip Lamsal (Nepal):*  
Workplace Violence Against Physicians: A Cross Sectional Study from Different Hospitals of Nepal
32. *Anna Kukka & Kaija Ojanperä (Finland):*  
"Stop Bullying" –working towards zero bullying -workplaces in Finnish Health Care
33. *Romy van Tilborg & Henk Nijman (Netherlands):*  
Interventions during aggressive behaviour on an acute psychiatric ward
34. *Rajesh Kumar Sharma, Versha Sharma (India):*  
Work place violence in nursing
35. *Thor Egil Holtskog & Kjaervik Kjell (Norway):*  
Simba - Simulationbased training for staff working with aggression
36. *Kristine Mammen & Kathleen Pulia (USA):*  
Providing Support to Healthcare Workers Who Experience the Psychological Impacts of Acts of Aggression/Violence
37. *Cletus Chukwuleke (Nigeria):*  
Persistent Workplace Violence Against Health Workers in Nigeria
38. *Jane Lipscomb (USA):*  
U.S. Workplace Violence Policy and Regulatory Initiatives under the Obama Administration
39. *Sandra Inglett, Amber McCall, Wanda Taylor, Jane Garvin & Caroline McKinnon (USA):*  
Optimum Student and Faculty Responses to a Unsafe Situation(s) during Home Visitation
40. *Mariyam Sarfraz, Sheh Mureed, Saima Hamid & Rozina Khalid (Pakistan):*  
Workplace violence: Experience of community midwives in provision of maternal health services in rural Pakistan
41. *Shahla Shah & Mariyam Sarfraz (Pakistan):*  
Effect of harassment and aggression on work performance of Lady Health Workers in rural Sindh, Pakistan
42. *Samira Obeid & Michal Man (Israel):*  
Promoting tolerance of Israeli Jewish and Arab students of nursing
43. *Cemile Hürrem Ayhan, Ozgu Uluman, Hulya Bilgin, Sevil Yilmaz, Ozge Sukut & Sevim Buzlu (Turkey):*  
Discrimination Experiences in Health Care against LGBT People
44. *Dawit Getachew, Manay Kifle & Ararso Tafese (Ethiopia):*  
Workplace violence among healthcare workers in Gondar city health facilities, north west Ethiopia
45. *Hulya Bilgin, Fatma Yasemin Kutlu (Turkey):*  
Nursing Students' Observations on Violence in Community
46. *Blanch Josep, Cervantes Genis & Ruiz Ruiz Betty Luz (Spain):*  
Towards a Latin-American Observatory of workplace violence against Spanish and Colombian healthcare professionals

47. *Takeyasu Kawabata, Hiroyuki Tajima & Ken-ichi Ohbuchi (Japan):*  
The relationship between inexpressive aggression and depression in Japanese male prison inmates
48. *Mazen El Ghaziri, Alicia Dugan, Yuan Zhang & Mary Ellen Castrao (USA):*  
Perceptions of Role and Occupational Risk of Correctional Nurses
49. *Jesper Pihl-Thingvad (Denmark):*  
Under what conditions is occupational violence harmful to mental health?