**Activity:** Averting Disaster: Prevention Strategies to Mitigate Escalating Situations

**Audience:** UWHC Medical Staff

**Objectives:**
- Understand that every act of violence in a healthcare setting has the potential to be a disaster;
- Recognize the emotional progression of escalating and de-escalating situations;
- Learn how your environment works for you or against you;
- Understand the impact of “role conflict” within the healthcare delivery system;
- Learn how to recognize and adjust to changes in your environment.

**Speaker:** Shannon Littlejohn, UWHC Academy Program Manager

### Post-Program Questions:

1. One of the biggest issues in averting disaster is that healthcare professionals are not trained or do not know how to intervene early in order to prevent or mitigate a volatile situations.
   - True [ ] False [ ![ ]

2. PERT stands for:
   - a) Patient [ ]
   - b) Environment [ ]
   - c) Resources [ ]
   - d) Training [ ]
   - e) All of the above [ ]

3. In the Emotion Continuum, the first two steps are staying calm and listening. If done well these can mitigate a potentially volatile situation.
   - True [ ] False [ ![ ]

4. Triggers for escalating emotions may include:
   - a) Feeling ignored [ ]
   - b) Feeling powerless [ ]
   - c) Discomfort or pain [ ]
   - d) Separation from support [ ]
   - e) All of the above [ ]

5. Mitigation begins with a plan and training to that plan. It is important to know your environment and to know your patient.
   - True [ ] False [ ![ ]

Please rate the presentation and speaker(s) using the following scale:
5-Excellent; 4-Very Good; 3- Good; 2-Fair; 1-Poor

<table>
<thead>
<tr>
<th>Activity</th>
<th>5</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content useful/relevant to my practice</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Objectives met</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall program rating</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On-line format</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Do you anticipate changes in your practice as a result of the materials presented? Yes [ ] No [ ]

Did you sense any commercial bias in the presentation? Yes [ ] No [ ]

Comments and topics you recommend be included in future activities?

PLEASE INCLUDE YOUR NAME ON THIS FORM SO THAT WE CAN GIVE YOU CREDIT FOR COMPLETING THE RISK EDUCATION VIDEO. THANK YOU!

NAME: