

Welcome!

While we wait for others to log on, please chat in:

- Your name
- Your role
- The organization you represent



Preventing and Mitigating Workplace Violence: Strategies for Health Care Leaders

Informational Call

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IHI Program Team



Lauren Downing
Director, Program Management
Institute for Healthcare Improvement



Tara Bristol Rouse
Senior Project Director
Institute for Healthcare Improvement



Agenda

Here's how we will
spend our time
together.



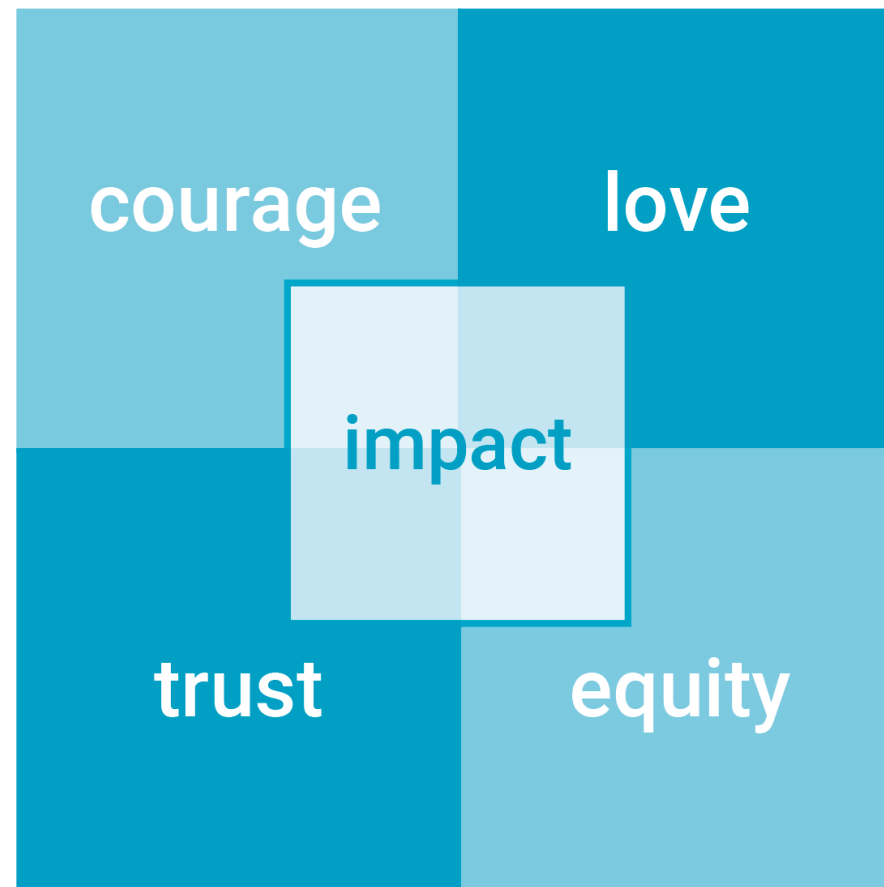
Our Mission

To improve health
and health care
worldwide

Our Vision

Everyone has
the best care and
health possible

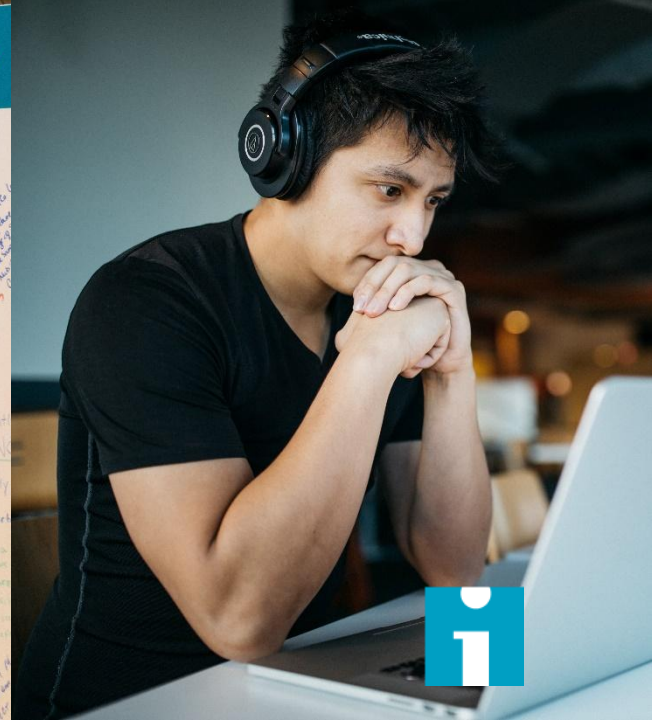
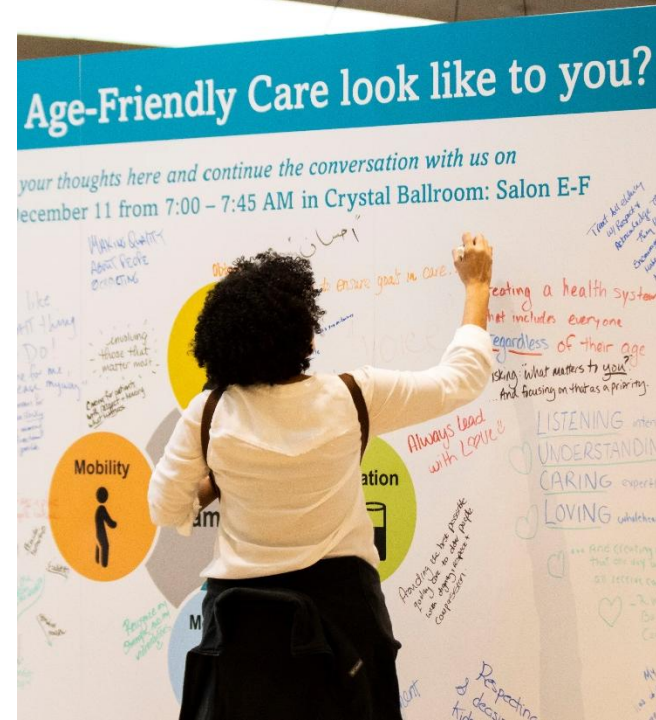
Our Values



Since 1991

In large systems and small villages, we have taken improvement methods originally used in the manufacturing industry and applied them to improving all aspects of health and health care.

We build improvement capability by providing people with methods and tools to make care better.



Let's Hear from You

What drew you to this call?

What would make a course like this most valuable to you?



Program Overview

Start Your Journey

Open School Subscription
Online course subscription options include Full Access Pass, Patient Safety Bundle, Quality Improvement Bundle and GME Bundle.

Patient Safety and Quality Improvement: Foundations for Early Career Professionals
Build confidence and skills to launch your career improving safety and quality in health care.

Moving Quality Improvement from Theory to Action
Develop hands-on skills with QI tools to drive meaningful, measurable improvements

Patient & Workforce Safety Path

Quality Improvement Path

Advance Your Skills

Leading Patient Safety: Essentials for Managers
Coach your teams to deliver safer care and create systems that consistently perform at a higher level.

Human Factors in Action
Apply human factors to create safer, smarter healthcare by design.

Certification Programs

Redesigning Event Review with Root Cause Analyses and Actions (RCA²)
Turn adverse events into lasting improvements using proven root cause analysis methods.

Preventing & Mitigating Workplace Violence in Healthcare
Reduce harm by addressing workplace violence with proactive prevention and response practices.

Leading Quality Improvement: Essentials for Managers
Equip managers to lead QI work that engages staff and improves results across the organization.

Creating and Analyzing Control Charts
Use control charts to analyze variation, spot trends, and strengthen your improvement work..

Certification Programs

Better Quality Through Better Measurement
Harness the power of data to detect risks, guide improvements, and strengthen performance..

Improvement Coach
Develop coaching skills that inspire teams to own outcomes, drive change, and achieve lasting improvements.

Elevate Your Leadership

Beyond HRO
Shape patient safety with a modern approach grounded in Resilience Engineering and Human Factors.

Learn, Connect and Grow with IHI Education

Pick Your Path to Meaningful Impact

Chief Quality Officer
Gain the foundational skills and frameworks to excel as a Chief Quality Officer while building your leadership network

Improvement Advisor
Develop advanced improvement skills through a year of virtual learning, coaching, and real-world project work.

In this program, you will learn how to:



Program Objective

Equip health care leaders with actionable strategies to prevent and address workplace violence and build a culture of safety and respect.

Build Reliable Systems for Workplace Safety

Design and implement risk assessment, response, and reporting systems that reduce incidents of violence and incivility while strengthening a culture of safety

Use Data to Drive Prevention and Improvement

Leverage standardized metrics and reporting frameworks to track incidents, identify trends, and measure the impact of prevention strategies

Lead Coordinated, Multidisciplinary Prevention Efforts

Establish and guide interdisciplinary teams—bringing together clinical, security, legal, and organizational expertise—to effectively manage and mitigate threats

Strengthen Compliance and Early Intervention Practices

Navigate regulatory requirements, apply validated screening tools, and use effective communication methods to identify risks early, reduce liability, and prevent harm



Program Agenda

Sessions take place
every other Tuesday
10:00 AM – 11:30 AM ET

DATE/TIME	TOPIC
March 10, 2026	Prevention and Prediction – Violence Risk Screening Tools and Flagging
March 24, 2026	Mitigation and Response – Behavioral Response Teams (BRT), Workplace Violence Event Review, and Peer Support
April 7, 2026	Workplace Violence Data - Standardization and Visualization
April 21, 2026	Governance, Leadership, and Policy – Behavioral Management and Worksite Assessment
May 5, 2026	Community, Legal, and Advocacy Dimensions of Workplace Violence Prevention
May 19, 2026	Putting it All Together – Building and Enhancing Your Organization’s Workplace Violence Prevention Program



Core Faculty



Jeffrey Boord, MD, MPH
Chief Quality and Safety
Officer
Parkview Health



**Karen Garvey, MPA/HCA,
BSN, RN, DFASHRM,
CPHRM, CPPS**
Vice President, Safety and
Clinical Risk Management
Parkland Health



**Eileen Murtagh Kurowski,
MD, MS**
Chief Safety Officer
Cincinnati Children's
Hospital Medical Center



What is unique about this program?

How will this program help you succeed in your current or future role?



Jeffrey Boord, MD, MPH
Chief Quality and Safety
Officer
Parkview Health



Who Should Attend

Consider registering for this program if you are a health care leader and/or a decision-maker responsible for creating safe care environments and advancing workplace violence prevention across their organizations

- Managers, Directors, and Executives in health care organizations responsible for workplace violence prevention
- Senior Leaders such as Chief Nursing Officers, Chief Quality Officers, and Chief Medical Officers
- Environmental Health and Safety leaders, HR administrators, and senior clinical operations leaders
- Emergency Department heads and senior managers in behavior health, acute care, and ambulatory care



Continuing Education



JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

In support of improving patient care, the Institute for Healthcare Improvement is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.



Expectations



Attendance



Active Participation



Asynchronous Assignments and Reflection Responses



Any Questions?



What's Next?

Register

<https://www.ihl.org/education/courses/preventing-and-mitigating-workplace-violence-health-care-strategies-leaders>

Group Discount of 3 or More

https://my.ihl.org/portal/RiSE/Contacts/Sign_In.aspx?WebsiteKey=5f6fbcd8-cf45-47b1-bc26-8727b74da278&LoginRedirect=true&returnurl=/portal/rise/Events/group-registration.aspx#vaff

Have additional questions?

Email Lauren Downing at ldowning@ihl.org

Want to learn about other IHI programs?

Please visit <https://www.ihl.org/learn/courses>



Feedback

At IHI, continuous improvement is what we do.

Your feedback helps us learn, adapt, and make future sessions even more valuable.

We'd love to hear from you!

