

# MEDIA CATALOG

## 2021



**HSG** Healthcare  
Services Group

*HSG Family of Companies*

Department of Risk Management & Patient Safety

*Partnering with our members to meet their current and future risk management and patient safety needs through education, training, and support in an effort to improve patient safety and decrease professional liability claims.*

[www.hsg-group.com](http://www.hsg-group.com)

This catalog is designed to acquaint you with our Media Library, which contains CD-ROMs and DVDs that are available at no charge to our member hospitals, healthcare facilities and physician practices.

You will find a Vendor List on [page 19](#) for anyone interested in obtaining a catalog or purchasing one of the media. This can be done directly through the vendor.

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### **SCHEDULING**

If you wish to reserve media contact Diane Kliethermes at [dkliethermes@hsg-group.com](mailto:dkliethermes@hsg-group.com) -800-234-2297 ext. 307. This catalog is also available for viewing on our website at [www.hsg-group.com](http://www.hsg-group.com).

We schedule each program so there is adequate time for viewing and returning by a specified date. Because there is a reserved waiting list, it is very important these programs be returned to our office by the agreed due date.

By borrowing these media programs, it is understood that you are responsible for the safekeeping and return of the material to Healthcare Services Group after viewing. If for any reason the media programs are not returned to our office in the same condition they were provided and at the agreed return time, then you will be responsible for the cost incurred by Healthcare Services Group to replace the material.

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### **HOW TO RETURN**

Please use United Parcel Service (UPS) or another traceable method when returning the program and insure each title for \$400.

The programs should be returned to:

Diane Kliethermes  
Healthcare Services Group  
4700 Country Club Drive  
Jefferson City, MO 65109

In an effort for Healthcare Services Group to provide its members with media that is both educational and current, we ask that you evaluate the program you have previewed. When you receive the programs, enclosed with the materials will be an evaluation form that we ask you complete and return with the selection you have viewed.

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# CARE OF THE ELDERLY

## \*ELDER ABUSE AND NEGLECT: SHOW YOUR CARE



This program informs healthcare workers about the serious problem of elder abuse and neglect, and what can be done to be a patient advocate to stop this crime. The program focuses on the types of abuse and neglect – from physical and sexual to financial and psychological – and outlines the steps that must be taken to spot telltale signs, both physical and psychological, and intervene before it's too late.

2008, 20 minutes  
DuPont Sustainable Solutions

# COMMUNICATION

## AIDET<sup>SM</sup>: FIVE FUNDAMENTALS OF PATIENT COMMUNICATION



AIDET<sup>SM</sup> is a communication tool that provides a consistent framework for staff to communicate with patients and families, as well as each other. It is a simple acronym (Acknowledge, Introduce, Duration, Explanation, Thank You) that represents a very powerful way to communicate with people who are often nervous, anxious and feeling vulnerable. This interactive video-based training resource provides information on how to reduce patient anxiety, improve patient compliance, improve clinical outcomes and increase patient satisfaction.

2012, 43 minutes (group session)  
32 minutes (vignettes)  
Studer Group

## COMMUNICATION IN HEALTHCARE

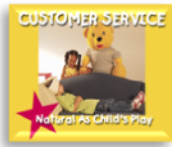


This program can help your team turn frustrating communications into successful exchanges – each and every time. Combining humor and drama, this team-building program demonstrates:

- How varied interpretations of a single work can affect patient care
- The importance of precise communication
- The five critical steps for effective communication

2006, 20 minutes  
CRM Learning

## CUSTOMER SERVICE: NATURAL AS CHILD'S PLAY



This program is designed to inform employees about the importance of customer service in the healthcare field, not only to patients but also to coworkers and other departments. It emphasizes how to treat others like you want to be treated, how to effectively communicate, how to discharge patients successfully, and how to handle a problem before it escalates.

2008, 25 minutes  
DuPont Sustainable Solutions

## IT'S A DOG'S WORLD



This health care customer service training video follows the story of a man and his dog who go out for a walk one day and end up needing medical attention—fast. Man goes to his health care provider, dog goes to the vet, but one patient ends up with a far better experience. Here's a hint: It's not the man. Turns out, a dog's world is actually the nicest place to be if you get hurt.

Whether they're a volunteer, nurse, nurse practitioner, tech, doctor, or physician's assistant, It's a Dog's World is the perfect health care customer service training tool and reminds each and every health care worker that little things go a long way toward making patients feel more human—and less like a number.

2008, 14 minutes  
CRM Learning

## GENERAL HOSPITALITY: KEEPING YOUR PATIENTS SATISFIED



Filled with customer service tips your staff can put to use immediately, this video program does more than just teach specific skills, it provides your team with a vision of what your facility can be.

Comprised of seven mini-episodes, the program depicts a day-in-the-life of a patient, beginning with her admission and continuing right on through to her discharge. At each stage, viewers first see somewhat lackluster interactions followed by actively caring ones -- a juxtaposition that neatly drives home what an enormous difference a shift in focus can mean to patient and staff alike.

1997, 20 minutes  
CRM Learning

## NO PRIVACY: LEGAL ISSUES WITH E-MAIL



Used correctly, e-mail can lead to personal and professional embarrassment, lawsuits and costly litigation. This program will provide you with the tools you'll need to conduct a program designed to protect yourself, your employees and your organization by educating everyone about the do's and don't's for communicating via electronic mail in the workplace.

2012, 23 minutes  
DuPont Sustainable Solutions

## SBAR: STAFF TRAINING FOR IMPROVED COMMUNICATION



From day to day, in dozens of different situations, healthcare staff must communicate vast quantities of complex information up and down the chain of command. Sometimes, it's next to impossible to keep all the information straight. But when the message gets garbled, mistakes can happen and patients can be harmed. This DVD is designed to demonstrate to your entire organization the precise techniques for delivering timely, sensitive, and critical information – clearly, concisely, and courteously using SBAR.

2010, 18 minutes  
HCPro, Inc.

## STRENGTHENING NURSE-PHYSICIAN RELATIONSHIPS



This video reveals communication problems that exist in many healthcare organizations and offers strategies to avoid disconnects and animosity. Filled with field-tested, how-to strategies, tips, and advice, nurses will learn how to take control of negative situations and be a true advocate for their patient.

2005, 25 minutes  
HCPro, Inc.

# CONFIDENTIALITY

## HIPAA RULES AND COMPLIANCE



This program developed in 2013, walks through the requirements of the Omnibus Rule, including final Privacy and Security Rules, Breach Notification and the Enforcement Rules set forth in the HITECH Act.

2013, 15 minutes  
DuPont Sustainable Solutions

## PATIENT CONFIDENTIALITY: IT'S EVERYBODY'S JOB, NOT EVERYBODY'S BUSINESS



sure patient's

This program is designed to inform healthcare employees – including volunteers – about the importance of patient privacy and confidentiality. It focuses on what information is protected and when patient's written consent is required and when it is not. Real-life scenarios depict situations that are potential risks to patient privacy, as well as what employees can do to make

2008, 24 minutes  
DuPont Sustainable Solutions

## PATIENT CONFIDENTIALITY: PRIVACY IN A HIGH-TECH ERA



The purpose of this program is to inform healthcare workers about the importance of protecting patient privacy and confidentiality. It focuses on the many ways patient privacy can be breached, from transferring records electronically to leaving phone messages on answering machines. The program covers the basics of how to make sure sensitive patient information is protected and make sure patients are aware of their rights and know how and when to exercise those rights.

2009, 16 minutes  
DuPont Sustainable Solutions

## SOCIAL MEDIA: REDUCE THE RISK



This course uses a storyline approach to help organizations mitigate potential risks resulting from participation in social media networks. The course educates organizations and their employees about reducing risks such as revealing trade secrets and proprietary information, defamation of a company brand, failure to comply with social media policies and codes of conduct, digital harassment and other problems associated with social media interactions. The course can be used to accompany the rollout of an organization's social media policy or as standalone training to heighten awareness.

2010, 20 minutes  
DuPont Sustainable Solutions

# DIVERSITY

## DIFFICULT BEHAVIOR: BREAKING THROUGH



This program was developed to encourage healthcare workers to participate in a multidisciplinary team effort in order to best handle difficult behavior in patients. The focus of the program is difficult behavior types and specific interventions to successfully deal with behaviors that interfere with quality care.

2007, 16 minutes  
DuPont Sustainable Solutions



## DROP BY DROP



Who said you shouldn't sweat the small stuff? What if those small things undermined morale and reduced productivity? This program demonstrates how small slights, subtle discriminations and tiny injustices can add up to big problems in your workplace. These little negative messages are called "micro-inequities" and they occur in organizations every day. These small communications of disrespect, prejudice and inequality aren't overt, but they can be incredibly destructive. A poison in the workplace that isn't delivered in a bucket, but takes its toll drop by drop.

2009, 19 minutes  
DuPont Sustainable Solutions

## HEALTH LITERACY: HELP YOUR PATIENTS UNDERSTAND



Health literacy is the ability to read, understand, and act on medical information. It is estimated that half of all American adults lack adequate health literacy skills. There is a growing awareness that healthcare providers must address the issue of health literacy to ensure effective medical care. It is impossible to know just by looking at your patients which of them have low health literacy. For that reason, you, as a concerned healthcare provider, will want to take steps to provide your patients with healthcare information and instructions that are clearly understood.

2003, 20 minutes  
Produced by American Medical Association Foundation  
American Medical Association

# DOCUMENTATION

## REAL LIFE CHARTING



In this 18-minute segment of a four-hour deposition, the nurse in this case is defending his method of charting by exception. By viewing this DVD, nurses can gain knowledge of the deposition process, and view an example of questions asked and answered.

**\*\*NOTE\*\* Permission is NOT given to reproduce this DVD in any form.**

2010, 18 minutes  
Healthcare Services Group

# INFECTION CONTROL

## BLOODBORNE PATHOGENS: A SHARPER IMAGE



This program is designed to inform healthcare workers about the very real dangers of exposure to bloodborne pathogens, or BBPs. The program explains the basics of how you can be exposed to Hepatitis B and C, and HIV. It also explains the necessary steps of Standard Precautions, when they are necessary, and the use of personal protective equipment to prevent exposure in

the workplace.

2007, 19 minutes

DuPont Sustainable Solutions

## HEALTHCARE ASSOCIATED INFECTIONS: PREVENTION AND CONTROL



This program is designed to teach healthcare workers how to prevent and control Healthcare-Associated Infections, or HAIs. The program covers how HAIs are caused, the role of Multi-Drug-Resistant Organisms – MDROs – and the most common types of HAIs. These include surgical site infections, ventilator-associated pneumonia, catheter-associated urinary tract infections and central line-associated infections. The program discusses the basics of prevention including Standard Precautions, Transmission-Based Precautions and hand hygiene.

2007, 19 minutes

DuPont Sustainable Solutions

## INFECTION CONTROL IN OUTPATIENT FACILITIES



This program is designed to educate healthcare workers on the importance of using infection control practices in all ambulatory care settings. It focuses on Standard Precautions, proper hand hygiene, personal protective equipment, equipment and environmental decontamination and Contact Precautions. The program includes the AORN (the Association

for PeriOperative Registered Nurses) Recommended Practices for Maintaining a Sterile Field and the basics of aseptic technique.

2008, 17 minutes

DuPont Sustainable Solutions

## INFECTION CONTROL ORIENTATION



The risk of infection to both patients and hospital staff continues to be a concern. As a healthcare worker, practicing proper infection control procedures is one of your most important responsibilities.

2006, 19 minutes

DuPont Sustainable Solutions

# MEDICATION ERRORS

## MEDICATION ERROR PREVENTION: SIX STEPS TO IMPROVING PATIENT SAFETY



This program provides visual keys to help staff retain the lessons learned and identify their own behaviors regarding medication management. It will:

- Alert Staff to medication management dangers
- Highlight common errors and their dangerous results
- Use a “right way, wrong way” approach to common breakdowns in process, policy, and communication
- Provide hands-on methods for catching and preventing medication errors
- Discuss common problems associated with physician orders and handoff communication

2010, 18 minutes  
HCPPro, Inc

# NURSING CARE

## EVIDENCE-BASED PRESSURE ULCER MANAGEMENT



This training video provides your nursing staff with evidence-based methods to prevent, assess, and treat pressure ulcers. The information and case scenarios presented in this video cover topics critical to pressure ulcer management.

2010, 20 minutes  
HCPPro, Inc.

## LILA'S STORY



*Lila's Story* tells of the professional experiences of one typical healthcare provider as she begins her career full of enthusiasm and good intentions, and then slowly desensitizes herself to her patients to keep from becoming overwhelmed. This program demonstrates how to offer both professional and compassionate care to patients and their families. It covers how to treat patients as you would want to be treated and recognize that your actions can make a real difference in people's lives and their well-being.

2009, 14 minutes  
DuPont Sustainable Solutions

## NURSING NEGLIGENCE: WHAT YOU NEED TO KNOW



This program is designed to raise awareness about the risks, consequences and legal liabilities of nursing negligence. It also provides expanded information on delegation of nursing tasks to unlicensed personnel such as Certified Nursing Assistants (CNAs) - including the ANA's 5-Rs of Delegation - and describes how this can affect liability. Information is provided on the most common types of negligence, with the goal of helping nurses protect themselves, their patients and their healthcare institution.

2007, 19 minutes  
Medcom Trainex

## PATIENT FLOW: AN ALL-STAFF VIDEO FOR IMPROVING THROUGHPUT



safety.

**Patient flow is everyone's responsibility.** It is one of the costliest and often-cited challenges facing hospitals today, and solutions can be expensive or complicated. In light of huge regulatory and financial implications, it is vital that all hospital staff—regardless of their role—learn how they can help to improve patient flow. This DVD uses sample scenarios to emphasize how seemingly small delays can hinder patient flow and potentially impact patient

2010, 15 minutes  
HCPPro, Inc.

# PATIENT SAFETY

## CHASING ZERO: WINNING THE WAR ON HEALTHCARE HARM



This video is hosted and narrated by Dennis Quaid. Following the near-death experience of his infant twins resulting from a medication error, he has initiated a call to action for healthcare leaders to invest in patient safety. The documentary reveals a series of short “arc to action” stories. Each story opens with a challenge and then tells how caregivers overcome such challenges with practices that everyone can adopt. The objective is to inspire the audience to act in their own communities or at their own hospitals.

2012, 53 minutes  
MIT Research

## MIRACLE ON THE HUDSON



Miracle on the Hudson: Prepare for Safety will motivate employees, managers, and executives to be intentional about their work and working safely, through the inspiring story of a dedicated and experienced airline pilot. The viewer will see how Captain Chesley Sullenberger brought Flight 1549 to a safe river landing by calling upon the 4 C's: Competence, Compassion, Commitment and Communication. At the conclusion of this course, the viewer should be able to recognize the importance of implementing the 4 C's and be able to apply them both at home and on the job.

2010, 25 minutes  
DuPont Sustainable Solutions

## THE STORY OF LEWIS BLACKMAN



*The Story of Lewis Blackman* chronicles the experience of a vibrant, healthy 15-year-old who entered the hospital for what was believed to be a low-risk medical procedure. He died several days later as the result of a series of medical errors. Through the thought-provoking insights of a number of leading voices in patient safety education—including Lucian Leape MD, Tim McDonald MD, JD, Bob Galbraith MD, David Mayer MD, Rosemary Gibson and Lewis' mom, Helen Haskell—viewers are taken through all aspects of Lewis' care. This multiple award-winning program artfully combines a thorough review of the case with a deeply emotional narrative that challenges viewers to look at the care they give in a new light. The program touches on many aspects of safety and transparency including night and weekend care, training levels of caregivers and disclosure.

2012, 57 minutes  
Transparent Learning

## THE STORY OF MICHAEL SKOLNIK



In *The Story of Michael Skolnik* viewers are compelled to rethink the critical role that shared decision-making and informed consent play in patient safety and transparency. This emotionally engaging program tells the story of Michael Skolnik, an intelligent, compassionate young man who died at age 25 after a three-year ordeal following brain surgery. Michael's parents, Patty and David Skolnik, are joined by industry visionaries who together challenge viewers to consider how fully informed consent, true shared decision-making, and open and honest communication can change outcomes, how it could have changed the outcome for Michael, can change outcomes for countless others, and in the process reduce risk for institutions and the dedicated providers who care so deeply.

2012, 40 minutes  
Transparent Learning

# RESTRAINTS

## CREATING A RESTRAINT-FREE CULTURE



This educational program is designed to teach healthcare workers about the importance of restraint-free care. It covers the dangers of restraints – including chemical restraint. The program includes directives on appropriate and inappropriate use of restraint and seclusion, when restraints and seclusion are medically necessary and why, how, and when to monitor and assess the restrained patient.

2008, 11 minutes  
DuPont Sustainable Solutions Safety and Security

# SAFETY AND SECURITY

## FIRE SAFETY FOR AMBULATORY CARE: MISSION POSSIBLE



*Fire Safety for Ambulatory Care: Mission Possible* was developed to educate healthcare workers about fire – how to prevent it and what to do if a fire breaks out. The program focuses on the elements of fire, as well as the classes of fire and how to prevent each type. The program also covers the basics of what to do in the event of a fire, including how to use a fire extinguisher, as well as how to evacuate patients to safety.

2012, 16 minutes  
DuPont Sustainable Solutions

## FIRE SAFETY: OPERATING WITHOUT FIRES



This program outlines the hazards of fire in surgical suites. It focuses on their causes and ways to prevent them and also covers ways that surgical staff can minimize the danger, and respond effectively in case of fire to protect themselves and their patients.

2007, 15 minutes  
DuPont Sustainable Solutions

## HEALTHCARE CONSTRUCTION: COMPLYING WITH IC & SAFETY PRECAUTIONS (CD ROM)



This audio conference on CD includes experts looking at the most current requirements for best healthcare maintenance, renovation and construction activities. This program also offers best practices for implementing and monitoring staff and contractor education programs.

2007, 90 minutes  
HCPro, Inc.

## HEALTHCARE ELECTRICAL SAFETY: AMPLE PROTECTIONS



This educational program is designed to educate clinical healthcare employees about the basics of electrical hazards in the healthcare facility. The program also includes fire hazards and helpful tips on how to prevent fire and explosions in healthcare facilities.

2007, 18 minutes  
DuPont Sustainable Solutions

## HEALTHCARE VIOLENCE: BE PART OF THE CURE



Healthcare facilities are no longer considered immune from the violence of the outside world. In one state alone, nearly 60 percent of hospital employees received injuries from patients or visitors. Protect your employees by teaching them how to spot potential violence and how to defuse a hostile situation.

2006, 17 minutes  
DuPont Sustainable Solutions

## HOSPITAL SECURITY: PARTNERS AGAINST CRIME



This program is designed to educate healthcare employees on what to do to keep hospitals safe and secure and work together as partners with the facility security team. The program covers how to identify suspicious people and at-risk situations and people and how to de-escalate a potential crisis. The program also covers how to scan the environment for potentially dangerous situations and how to respond to fires and natural disasters according to facility policy. The program is 19 minutes long and can be viewed straight through or paused at the section headings to allow discussion during viewing.

2007, 19 minutes  
DuPont Sustainable Solutions

## VIOLENCE IN HOME HEALTHCARE: BE SMART, BE SAFE



Healthcare treatment is shifting from the hospital to the patient's home and your role as a home care provider is shifting to include more and more primary care. This program reviews the vital procedures that you and your employees should follow to minimize risk and have greater security when performing your very valuable work, including the problem of violence, the assault cycle, pre-visit safety practices and making safety your priority.

2010, 22 minutes  
DuPont Sustainable Solutions

## VIOLENCE ON THE JOB



This DVD discusses practical measures for identifying risk factors for violence at work, and taking strategic action to keep employees safe. It is based on extensive NIOSH research, supplemented with information from other authoritative sources.

2004, 27 minutes  
The National Institute for Occupational Safety and Health  
(NIOSH Miscellaneous)

# MISCELLANEOUS

## BEFORE YOU TURN THE KEY



Brush up on what drivers should do before they get in a vehicle and turn the key. Follow a highway patrolman as he describes the incidents that could have been avoided if people had only taken the time to think and pay attention to what was in and around their cars.

- Properly adjusting mirrors to achieve optimum view
- Understand how safety belts and airbags work together
- Avoiding distractions while driving
- The proper position for the headrest to help prevent neck injuries

**Viewing this video should be a requirement for employees who drive on work time; whether they drive an organization-owned vehicle or their own. This video can also be used as part of annual safety education and competency assessment program for drivers.**

2010, 20 minutes

DuPont Sustainable Solutions

## DISRUPTIVE BEHAVIOR: TOO GREAT A COST



The program Disruptive Behavior: Too Great a Cost tackles a serious issue that has been affecting healthcare organizations for too long – disruptive behavior. In this program, participants will learn what disruptive behavior is and how to recognize it. They will learn about the common causes of disruptive behavior and who disruptors typically are. The impact of disruptive behavior is explained, with an emphasis on how this behavior negatively impacts patient safety. Finally, participants will learn practical steps for preventing as well as handling disruptive behavior in their workplace.

2010, 22 minutes

DuPont Sustainable Solutions

## HARASSMENT IS...



Most people recognize that harassment is when someone openly bullies, threatens or terrorizes another person. However, harassment isn't always that obvious and is often subtle in nature. Distinguishing what is, and what is not harassment can be challenging. One thing is clear – harassment is costly to all involved. It interferes with the productivity of employees, their morale and their commitment to the job. Participants will learn how to identify the ways people experience harassment and how they can prevent harassment in the workplace.

2008, 20 minutes

DuPont Sustainable Solutions



## IDENTIFYING VICTIMS OF ABUSE



This video is an overview of abuse and neglect including victims of elder abuse, child abuse, domestic violence as well as Munchausen by proxy. It provides graphic pictures of real injuries to victims and the methods (or weapons) used to cause the injuries. Included with this video is a supplemental DVD of documents that provide, in more detail, information for professionals to use in the clinical setting as well as for continuing education.

2008, 13 minutes  
Medfilms

## PROFESSIONALISM IN HEALTHCARE: PATIENT INTERACTIONS, COMMUNICATION, AND PERSONAL DEVELOPMENT



This program discusses ways you can exhibit professionalism while caring for patients. It focuses on improving communications with patients and colleagues and how to improve professionalism through personal development.

2012, 14 minutes  
MedCom Trainex

## WORKING WITH STRESS



This DVD describes workplace factors that can create or exacerbate worker stress, and suggests practical measures for reducing job-related stress through changes in work organization.

2002, 17 minutes  
The National Institute for Occupational Safety and Health (NIOSH)

# ADDITIONAL EDUCATIONAL OPPORTUNITIES

## DAVE DE BRONKART MEET E-PATIENT DAVE



When Dave deBronkart learned he had a rare and terminal cancer, he turned to a group of fellow patients online -- and found the medical treatment that saved his life. Now he calls on all patients to talk with one another, know their own health data, and make health care better one e-Patient at a time.

[http://www.ted.com/talks/dave\\_debronkart\\_meet\\_e\\_patient\\_dave.html](http://www.ted.com/talks/dave_debronkart_meet_e_patient_dave.html)

# VENDORS

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**American Medical Association**

800-621-8335  
[www.ama-assn.org](http://www.ama-assn.org)

**DuPont Sustainable Solutions**

1-800-729-4325  
[www.training.dupoint.com](http://www.training.dupoint.com)

**CRM Learning**

800-421-0833  
[www.crmlearning.com](http://www.crmlearning.com)

**HPro, Inc.**

877-727-1728  
[www.hcpro.com](http://www.hcpro.com)

**Medfilms**

800-535-5593  
<http://medfilms.com/>

**MedCom Trainex**

800-877-1443  
[www.medcominc.com](http://www.medcominc.com)

**NIOSH**

Centers for Disease Control & Prevention  
National Institute for Occupational Safety & Health  
800-35-NIOSH  
[www.cdc.gov/niosh](http://www.cdc.gov/niosh)

**Studer Group**

866-354-3473  
[www.studergroup.com](http://www.studergroup.com)

**Texas Medical Institute of Technology**

[www.safetyleaders.org](http://www.safetyleaders.org)

**Transparent Learning**

720-319-9642  
<http://transparentlearning.com>

# RISK MANAGEMENT & PATIENT SAFETY STAFF

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**Arvids V. Petersons, JD, MA, CMPE, CPHRM** serves as Director of Risk Management and Patient Safety for Healthcare Services Group (HSG). He also serves as HSG's Chief Compliance Officer and as the Executive Director of the Hospital Association Trust (HAT).



Arvids (Arv) started his career by serving in the United States Army after high school. Subsequent to his honorable discharge, he graduated from The Ohio State University. He then earned his Juris Doctorate from the University of Tulsa College of Law and Master of Arts in Clinical Psychology from University of Tulsa. Arv holds the designations of Certified Medical Practice Executive (CMPE) and Certified Professional in Healthcare Risk Management (CPHRM).

Arv's background includes personnel management consulting, counseling, practicing law in the private sector, and public service. He has served as General Counsel for the Missouri Department of Health and Senior Services, dealing with healthcare facility regulation and licensure, public health and senior/disability issues, and as Deputy Director of the Missouri Attorney General's Medicaid Fraud Control Unit (MFCU), where he prosecuted healthcare fraud and abuse & neglect in healthcare facilities. As Director of Risk Management and Patient Safety, Arv provides educational seminars and medical-legal advice to physicians, hospitals, practice administrators and other healthcare professionals.

In addition to his HSG responsibilities, Arv is active in professional and community organizations. He currently serves as the Vice-Chair of the Missouri Bar's Health and Hospital Law Committee, and he is a mediator/arbitrator for the Missouri Bar Fee Dispute Resolution Program and the Missouri Bar Complaint Resolution Program.

Arvids also has served as the Chairman of the Board of Directors for the Jefferson City Rape and Abuse Crisis Services (RACS) and is on the Board of Directors for Mid-Missouri Legal Services (MMLS). He is also past president of the Rotary Club of Jefferson City and is currently the Club's Youth Exchange Officer. Additionally, he serves as the Executive Director of the Jefferson City Rotary Club Local Community Foundation.

**Velma Van Winkle, MSN, RN, CPHRM** serves HSG as Risk Management & Claim Consultant. Her background includes 32 years of experience in nursing, with 22 years as a Critical Care Nurse and 10 years of experience in leadership roles of Nurse Clinician and Nurse Educator. Mrs. Van Winkle graduated from Western Memorial Hospital School of Nursing in Corner Brook, NL, Canada with a degree in nursing. In 2016, Velma earned her Master of Science in Nursing with a specialty of Healthcare Policy from Chamberlain College of Nursing, Chicago, Illinois and in 2017 received her Certified Professional in Healthcare in Risk Management.



**Laura E. Hirschinger, MSN, RN, AHN-BC, CPPS** serves HSG as a Risk Management Consultant. Her background includes more than 20 years as a registered nurse, with 11 years of clinical nursing experience in a variety of nursing specialties, including medical surgical, neonatal intensive care, pain management, and palliative care. She also has 10 years of experience in leadership roles of Performance Improvement Specialist-Patient Safety and Coordinator of Ambulatory Patient Care Services. Laura has co-authored several academic articles on the topics of second-victim response and peer-support teams. She has presented her research finding at conferences and hospitals throughout the United States. Laura graduated with a Master's of Science in Nursing with a focus in Holistic Nursing from the Jewish Hospital College of Nursing and Allied Health at Washington University of St. Louis. She has been a Certified Professional in Patient Safety since 2015.



**Staci Walters, RN, MSN, CNL, CPPS** serves HSG as a Risk Management & Claims Consultant. Her background includes 25 years as a registered nurse. Clinical nursing experience includes a variety of nursing specialties: medical surgical, trauma and emergency, and sexual assault nurse examiner. Her leadership roles were as Assistant Manager-Emergency Department, Performance Improvement Specialist and Manager-Patient Safety. Staci graduated with a Master's of Science in Nursing with a focus in Clinical Nurse Leadership from Central Methodist University in 2014. She has been a Certified Professional in Patient Safety since 2015.



**Diane Kliethermes, AINS** serves HSG as Senior Risk Management Assistant. Her career with HSG began as Receptionist in November 2001. She joined the Underwriting Department in May 2002 and the Risk Management Department in July 2017. Among Diane's administrative duties at HSG she is responsible for coordination of the MLA Physician Risk Management Credit Program as well as the HSG Media Library and MLA physician manual, Concepts. Diane earned her AINS designation in October 2014.



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