



SAFEMEDIC Project

Personal Safety of Medical Personnel in Difficult Professional Situations (2018-2020)

Final Conference

Tuesday 31st August 2021



International Network for
Health Workforce Education



Co-funded by the
Erasmus+ Programme
of the European Union

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GENERAL INFORMATION

FOR DELEGATES, SPEAKERS AND FACILITATORS

Whether you are a Speaker, Panelist or a Delegate at one of the sessions taking place as part of the Final Conference of SAFEMEDIC, please find here some useful information to get you started.

PRESENTATION PLATFORM

Zoom is a platform designed to offer complete Unified Communications maintaining High-Quality Standards. It allows to seamlessly join meetings with zoom software or zoom application in a web browser.

REGISTRATION DESK

The Final Conference of SAFEMEDIC is free to attend and open to all. To register, please visit:
<https://inhwe.org/registration-and-fees-inhwe-online-2021>

Registration Deadline: **30th August 2021**

CONFERENCE EVALUATION

Your opinion is very important to us. We appreciate your feedback and will use it to evaluate changes and make improvements in our future events. Don't forget to evaluate your personal experience together with the quality of each session attended.

The online evaluation forms are mobile friendly and require only few seconds to be submitted.

CERTIFICATE OF ATTENDANCE

We are happy to provide you with a customised certificate as proof of attendance. If you have any questions please do not hesitate to contact us at:
<https://inhwe.org/contact>

PROJECT WEBSITE

Further info and contacts can be found at <https://www.safemedic.eu/>

WELCOME & CONFERENCE THEME

MR. DAVID SMITH, DIRECTOR
INTERNATIONAL NETWORK FOR HEALTH WORKFORCE EDUCATION, SPAIN

WELCOME MESSAGE

We are delighted to host you for the Final Conference of SAFEMEDIC, a project funded by the EU's Erasmus+ programme. Project partners, educators and trainers, stakeholders and others interested in the support and promotion of workplace safety of healthcare professionals are invited to (virtually) join us in this final event.

The online event will provide opportunities to debate approaches, findings and lessons for policy and for practice, and introduce the SAFEMEDIC training guide which sets a uniform, comprehensive and complete programme applicable to all partner countries of the consortium, while also being adaptable enough for use in the rest of Europe and beyond. The majority of educational materials is now available online, free of charge, in the form of multimedia interactive materials realised in a Moodle format.

We are delighted with what we have produced and are confident that our attendees will be able to take what we have developed, adapt it to their local environments and thus improve healthcare across the continent!

PROJECT SUMMARY

Nowadays, violence is considered as a regular phenomenon in the health service and there are observers who speak already about this as an endemic occurrence. For instance, the International Labour Organization ranked medical professions as the second most vulnerable to violence in the workplace. This view is supported by the consortium's pre-project research which saw a questionnaire disseminated to key stakeholders and received over 1000 responses. Results showed that only 5.9% respondents with previous patient contact said that they had never been verbally assaulted by patients and 62.5% were victims of physical assault by patients at least once.

The main goal of SAFEMEDIC is therefore to increase the skills and competences of healthcare professionals in dealing with difficult situations caused by abusive and aggressive patients. To achieve this we have designed and developed a complex interdisciplinary learning course for healthcare students and we look forward to introducing all of our project's results at the Final Conference on 31st August 2021.

ABOUT SAFEMEDIC

WHY SAFEMEDIC?

Aggression is inherent to all human beings and it represents individual, physical and psychological reactions to mostly but not exclusively negative emotions, irritations, fear, humiliation and provocation. One of the possible forms of expressing aggression is violence which is a form of individual, group or institution actions causing physical, psychological or material harm to other individuals, groups or institutions. Nowadays, violence is considered as a regular phenomenon in the health service which is why SAFEMEDIC aims to improve the workplace safety of healthcare professionals by increasing their skills and competences in dealing with difficult situations.

WHAT IS SAFEMEDIC AIMING TO ACHIEVE?

The chief goal of SAFEMEDIC project is to improve the workplace safety of healthcare professionals by increasing their skills and competences in dealing with difficult situations. The right to safe and healthy working environment, rights and obligations of medical staff, patients' rights, legal requirements for the use of coercion against aggressive or agitated patients are all called into questions in this sense. The SAFEMEDIC project consortium is proud to present a brand new multi-stakeholder, inter-disciplinary course for healthcare students, predominantly focused at paramedics and nurses. Didactic materials include a number of learning tools such as videos and interactive lectures that all healthcare professionals can access.

ABOUT SAFEMEDIC

A DEFINITION OF VIOLENCE IN THE HEALTH SERVICE

The most frequent conflicts in the health service are caused by escalated negative emotions that are not properly processed. In the case of impossibility (inability) to control emotions, it leads to a behaviour that we call "violent". For the purpose of our study, we define violence as an escalated aggressive behaviour resulting from uncontrollable negative emotions and other associated factors with elements of such verbal or physical aggression that could not be considered as acceptable, because it directly endangers interests and dignity of the personality against which it is aimed.

TWO LEVELS OF VIOLENCE SOURCES

The behaviour of some healthcare professionals that is sometimes poor or non-professional may provoke potential attackers to attacks. Such behaviour can be evoked by tiredness or by such situations when a healthcare professional thinks he has to accept "all". Therefore, it is important to always consider not only the patient's viewpoint but also the view of the healthcare professional, who also has feelings and emotions. We can divide violence sources in the contact between a healthcare professional and a patient/his relative in two levels: the first level, when a healthcare professional can evoke negative emotions at a patients and the second level, when a patient can evoke negative emotions at a healthcare professional. Final consequence of these both levels could be violence.

09.30 BST > INTRODUCTION

Facilitator: David Smith, Director, INHWE

This session will set out the fundamentals of the project and provide an introduction to our primary aim of improving the workplace safety of healthcare professionals by increasing their skills and competences in dealing with difficult situations. The session will also briefly touch on the project consortium's own story of the last three years.

10.30 BST > OPERATIONAL TOOLS

Facilitator: David Smith, Director, INHWE

This session outlines the practical tools that the project has developed to increase the conflict management skills and knowledge of healthcare professionals. The tools range from videos to training guides, and an autonomous learning platform available online, free of charge, in the form of multimedia interactive materials realised in a Moodle format.

14.30 BST > FUTURE WORK

Facilitator: David Smith, Director, INHWE

This session focuses on the future work of the project after its official funding has ceased along with the future of the project for everyone who might be interested in using our work. We'll aim to help colleagues from across Europe and beyond on their SAFEMEDIC journey. We also have some great ideas for future collaboration especially in light of the much changed post covid world. Join us to find out more!

12.00 BST > CARING FOR VULNERABLE PEOPLE

There are many groupings of vulnerable people in the world. Furthermore, the numbers of vulnerable people in general populations are much higher than may initially be expected. While health education programmes commonly include training in the needs of some groups of vulnerable people health professionals often lack awareness, knowledge and/or confidence in dealing with people with other vulnerabilities. This session provides an insight into caring for vulnerable people, a key area of the SAFEMEDIC course.

13.00 BST > LEGAL ASPECTS

Current approaches to strengthening healthcare systems concentrate heavily on patient care and quality of services without sufficiently supporting and empowering health workers. This myopic view leads to short term solutions and eventual failure of the healthcare system. Therefore, legal awareness and literacy of health workers, including rights and responsibilities, regulations, legislations and accountability mechanisms, will allow for effective participation of health workers in national health system strengthening.





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