

# MEDIA CATALOG

## 2012



**HSG Family of Companies**  
**Department of Risk Management & Patient Safety**

*“Promoting a culture among our clients to prevent & control patient injuries and 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, DVDs and videotapes that are available at no charge to our member hospitals, healthcare facilities and physician practices.

You will find a Vendor List on [page 22](#) for anyone interested in obtaining a catalog or purchasing one of the media. This can be done directly through the vendor.

### **Scheduling**

If you wish to reserve media contact Joni Wilbers, 1-800-234-2297, ext. 307. This catalog can also be viewed at [www.hsg-group.com](http://www.hsg-group.com) under the Risk Management link.

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.

### **Copyright Information**

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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:

Joni Wilbers  
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

### **\*Combative Residents: Mirror Their Reality**



*Combative Residents: Mirror Their Reality* tells caregivers about combative behavior in residents so they can intervene effectively. The program focuses on the types of combative behavior, causes and how to manage it. It also covers preventing combative behavior, as well as how to protect yourself during an incident.

*2009, 23 minutes  
DuPont Sustainable Solutions*

### **\*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*

### **\*Preventing Resident Falls In Long-Term Care**



Designed to help caregivers take the guesswork out of fall prevention, this DVD covers the types of falls, as well as assessment tools and protective strategies you can use to prevent resident falls. It also explains prevention strategies to ensure that residents stay out of harm's way – from physical hazards such as orthostatic hypotension, as well as environmental and equipment hazards.

*2009, 16 minutes  
DuPont Sustainable Solutions*

**\* indicates DVDs that provide downloadable PowerPoint presentations**

# 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 word can affect patient care
- The importance of precise communication
- The five critical steps for effective communication

*2006, 20 minutes  
CRM Learning*

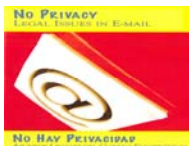
## **\*Customer Service: Natural as Child's Play**



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*

## **\*No Privacy: Legal Issues in Email**



Used incorrectly, 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'ts for communicating via electronic mail in the workplace.

*2012, 23 minutes  
DuPont Sustainable Solutions*

**\* indicates DVDs that provide downloadable PowerPoint presentations**

## COMMUNICATION (cont'd)

### **SBAR: Staff Training for Improved Communication**

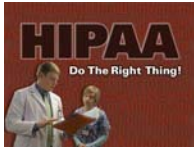


From day to day, in dozens of different situations, healthcare staff must communicate vast quantities of complex information up and down the chain of command. Sometimes, it's next to impossible to keep all the information straight. But when the message gets garbled, mistakes can happen and patients can 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  
HPro, Inc.*

## CONFIDENTIALITY

### **\*HIPAA: Do the Right Thing!**



This program is designed to educate healthcare workers about the requirement basics of the HIPAA Privacy Rule. It covers the basics of the rule including permitted and non-permitted use and disclosure of Protected Health Information (PHI) and patient agreement and authorization requirements. The program also covers patient privacy rights and offers real-life examples to demonstrate how and when the Rule is misinterpreted and how it can affect the quality of patient care.

*2008, 17 minutes  
DuPont Sustainable Solutions*

### **\*Patient Confidentiality: It's Everybody's Job, Not Everybody's Business**



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 sure patient's privacy is protected – both within and outside healthcare facilities.

*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*

**\* indicates DVDs that provide downloadable PowerPoint presentations**

## CONFIDENTIALITY (cont'd)

### **\*Social Media: Reduce the Risk**

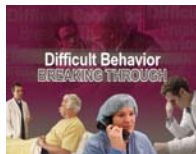


This course uses a storyline approach to help organizations mitigate potential risks resulting from participation in social media networks. The course educates organizations and their employees about reducing risks such as revealing trade secrets and proprietary information, defamation of a company brand, 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

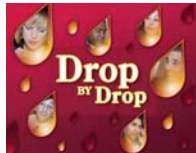
### **\*Difficult Behavior: Breaking Through**



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*

### **Patient Diversity: Beyond the Vital Signs**



This program teaches the value of learning about the patient population that is being served. their belief systems, folk medicine, lore, even those things that dictate how they respond to pain and medical care.

*2006, 18 minutes  
CRM Learning*

**\* indicates DVDs that provide downloadable PowerPoint presentations**

## DOCUMENTATION

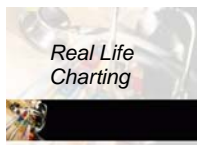
### **\*Nursing Documentation: A Reflection of Quality Care**



This program emphasizes the importance of properly documenting the care and services provided to patients. It discusses the purpose of nursing documentation and the use of those records. It outlines how to improve documentation skills and common reasons lawsuits are filed against nurses.

*2008, 14 minutes  
DuPont Sustainable Solutions*

### **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. This DVD was presented by HSG's Claim Counsel, Sarah Yehle Fulkerson, JD, during the April 2010 risk management seminar, *Real Life Charting: Legal Principles & Practical Applications of*

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

*2010, 18 minutes  
Healthcare Services Group*

## EMERGENCY DEPARTMENT

### **Emergency Care: Legal Liability Issues**



Because of its unique patient care environment, the emergency department is ripe for medical malpractice claims against physicians, hospitals and staff. This program provides legal information using examples of actual cases to enable healthcare professionals to continue to provide high quality care to patients, while limiting their exposure to negligence lawsuits. After viewing this program, the learner will be able to:

- Explain the federal statutory duty to provide emergency care
- Discuss Good Samaritan statutes
- Discuss a nurse's normal duty to defer to physicians
- Describe when a nurse must contradict a physician
- Explain procedures to take when no physician can be found
- Discuss emergency informed consent and documentation

*2004, 22 minutes  
Medcom Trainex*

**\* indicates DVDs that provide downloadable PowerPoint presentations**

## EMERGENCY DEPARTMENT (cont'd)

### **\*EMTALA 911: On Call!**

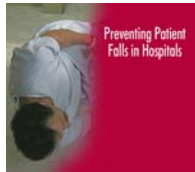


This DVD tells healthcare workers about the Emergency Medical Treatment and Labor Act, or EMTALA. The program reviews the EMTALA guidelines. The program covers what the law requires to ensure that patients receive the level of treatment required under the law. It explains the types of emergency conditions covered and how emergency departments can satisfy the requirements of the law.

*2007, 14 minutes  
DuPont Sustainable Solutions*

## FALL PREVENTION

### **\*Preventing Patient Falls in Hospitals**



Healthcare professionals are on the front lines of pro-active fall prevention. This program is designed to help train your employees on the proper assessment tools and protective strategies you can use to take the guesswork out of fall prevention.

*2006, 15 minutes  
DuPont Sustainable Solutions*

## 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*

**\* indicates DVDs that provide downloadable PowerPoint presentations**

## INFECTION CONTROL (cont'd)

### **\*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*

## INFORMED CONSENT

### **Informed Consent: Legal Liability Issues**



Informed consent is often the basis for negligence claims, and physicians are not the only healthcare professionals who can be held liable for negligence in this area. This program will explain, in general, when and how the duty to ensure that a patient has properly consented to a procedure, can fall on a nurse or other healthcare provider. After viewing this program the learner will be able to:

- Define informed consent
- Describe who must obtain informed consent
- Explain who can be held liable
- Cover areas where informed consent is most needed
- Describe exceptions to the need for informed consent
- Describe the types of claims that can be brought

*2004, 22 minutes  
Medcom Trainex*

**\* indicates DVDs that provide downloadable PowerPoint presentations**

# MEDICATION ERRORS

## **Beyond Blame**



Produced by Bridge Medical, the award-winning "Beyond Blame" describes in moving detail how the issue of medication errors affects practitioners and patients alike. The ten-minute documentary features case histories of a pharmacist, nurse, and physician, each of who were involved in a fatal medication error.

*2007, 10 minutes  
Institute for Safe Medication Practices*

## **Building System Safeguards for the Safe Use of High Alert Medications**



This video focuses on how hospitals can build safeguards in their medication systems (i.e., ordering, storage, preparation, dispensing, and administration practices) to prevent medication errors with high-alert drugs.

Hospitals are encouraged to evaluate their practices and consider how the seven key strategies demonstrated in this video can be used to build system safeguards to prevent medication errors.

*2002, 23 minutes  
The Health Care Improvement Foundation*

## **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:

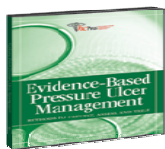
- Alert staff to medication management dangers
- Highlight common errors and their dangerous results
- Use a "right way, wrong way" approach to common breakdowns in process, policy, and communication
- Provide hands-on methods for catching and preventing medication errors
- Discuss common problem associated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

*2010, 18 minutes  
HCPro, Inc*

**\* indicates DVDs that provide downloadable PowerPoint presentations**

## NURSING CARE (General)

### **Evidence-Based Pressure Ulcer Management: Methods to Prevent, Assess, and Treat**



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**



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 safety.

2010, 15 minutes  
HCPPro, Inc.

**\* indicates DVDs that provide downloadable PowerPoint presentations**

## NURSING CARE (General) (cont'd)

### **Suicide Risk Assessment –**

#### ***Practical Strategies & Tools for Joint Commission Compliance***



This book and CD-ROM set will help you determine when and how to identify and screen patients for suicide risk, as well as educate staff and provide a safe care environment. It will help you develop or fine-tune your facility's assessment and prevention policies with an eye toward effective patient care, greater staff awareness, and compliance.

2007  
HCPPro, Inc.

## PAIN MANAGEMENT

### **\*Pain Management: Finding Relief**



All Joint Commission accredited healthcare organizations are required to comply with their pain management standards. This program will walk your staff through these standards while looking at how the standards enhance patient care:

- Types of pain and pain assessment
- Analgesic and non-drug pain relief
- Performance monitoring

2006, 21 minutes  
DuPont Sustainable Solutions

## PATIENT SAFETY

### **Chasing Zero**



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  
TMIT Research

### **Let's Talk--Disclosure after an Adverse Medical Event**



Improved communication between clinicians and patients can lead to error reduction. Unfortunately, errors will never disappear entirely because the health care system is complex. Most health care providers agree that when errors occur, patients need to know and understand what went wrong.

By using step-by-step instructions on how to disclose medical errors, this video will demonstrate the importance of disclosure and how open communication can strengthen the patient-provider relationship. After viewing this tape, you can begin the journey toward full disclosure in your health care facility.

2001, 30 minutes  
National Patient Safety Foundation

**\* indicates DVDs that provide downloadable PowerPoint presentations**

## PATIENT SAFETY (cont'd)

### **\*Patient Safety: Light the Way**



This program was created to inform healthcare professionals about patient safety. The program focuses on The Joint Commission's Patient Safety Standards and how to conduct a Root Cause Analysis. The program also covers how to conduct a Pro-Active Risk Assessment and goes through the basic steps of the FMECA – the Failure Mode, Effects and Criticality Analysis.

*2007, 16 minutes  
DuPont Sustainable Solutions*

### **Patient Safety Requires a Team Effort**



This video is a "must see" educational video for hospital employees to heighten patient safety awareness and reinforce the concept that all employees play an important part in supporting patient safety. Specifically, this video focuses on three key principles that employees should follow to help prevent medical errors and strengthen patient safety:

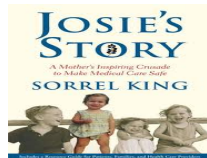
- Consider your actions and how they may affect patient safety;
- Stay alert for things that don't seem right; and
- Take appropriate steps to address a problem.

Six medication safety scenarios, adapted from actual medication error reports, demonstrate how these key principles can be used to prevent medical errors. These scenarios involve a wide variety of hospital employees including nurses, physicians, laboratory staff, environmental services staff, facilities staff, and nutrition services staff. However, the lessons learned in each scenario could apply to virtually any hospital employee.

Hospitals are encouraged to show this video to all staff, perhaps during new employee orientation or general staff meetings. Employees should be encouraged to reflect on how patient safety requires a team effort and how they can support the success of that team.

*2003, 25 minutes  
The Health Care Improvement Foundation*

### **The Josie King Story**



Sorrel King's eighteen-month-old daughter was badly burned and taken to the world-renowned Johns Hopkins Hospital, where a series of medical errors led to her death. In this account of one woman's unlikely path from full-time mom to nationally renowned patient advocate, *Josie's Story* is the inspirational chronicle of how a mother-and her unforgettable daughter-are transforming the face of American medicine.

*2012  
TMIT, Sorrel King*

**\* indicates DVDs that provide downloadable PowerPoint presentations**

## PATIENT SAFETY (cont'd)

### **\*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

### **Triage Questions for Root Cause Analysis**



The [Department of Veterans Affairs National Center for Patient Safety](#) (NCPS) supports and leads the patient safety activities for all the VA medical centers. It has developed tools, training and software to facilitate patient safety and Root Cause Analysis (RCA) investigations. This CD-ROM and accompanying *NCPS Triage Cards for Root Cause Analysis* function as a cognitive aid to help teams in developing a chronological event flow diagram (an understanding of **what** occurred) along with a cause and effect diagram (**why** the event occurred). RCA teams have found these tools an effective aid with these sometimes nettlesome activities.

2001-A, 25 minutes  
Department of Veterans Affairs National Center for Patient Safety

**\* indicates DVDs that provide downloadable PowerPoint presentations**

## 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

### **\*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*

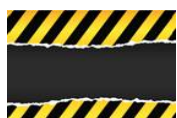
### **\*Fire Safety: Operating Without Fires**



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 and Safety Precautions**



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  
HCPPro, Inc.*

**\* indicates DVDs that provide downloadable PowerPoint presentations**

## SAFETY and SECURITY (cont'd)

### **\*Healthcare Electrical Safety: AMPle Protection**



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)

**\* indicates DVDs that provide downloadable PowerPoint presentations**

## MISCELLANEOUS

### **\*Age-Specific Care: It's Relative**



This DVD tells healthcare workers about the necessary skills to provide age-appropriate care to infants, children, adolescents and elders. The program focuses on the different physical, psychological and social needs of each group at each stage of development and how to provide the highest quality care during each stage, how to communicate and gain the patient's cooperation, and the potential dangers when care is not age-specific.

*2007, 19 minutes  
DuPont Sustainable Solutions*

### **\*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*

### **\*Ergonomics: Safe Patient Transfer**



Healthcare workers are advised how to safeguard the musculoskeletal system by changing the way they work in this 15 minute DVD. This program focuses on how to assess the risks of injury to yourself, as well as how to recognize risky patients, risky tasks and hazardous locations. The basics of proper posture and using mechanical devices that allow workers to lift and transfer patients without risking injury are also covered in this program.

*2009, 15 minutes  
DuPont Sustainable Solutions*

### **\*Harassment Is . . .**



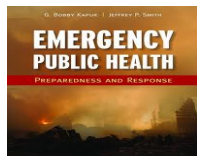
Most people recognize that harassment is when someone openly bullies, threatens or terrorizes another person. However, harassment isn't always that obvious and is often subtle in nature. Distinguishing what is, and what is not harassment can be challenging. One thing is clear – harassment is costly to 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*

**\* indicates DVDs that provide downloadable PowerPoint presentations**

## MISCELLANEOUS (cont'd)

### **Project XTREME**



Project XTREME was developed to cross-train non-respiratory therapy health care professionals in basic respiratory care and ventilator management in the event of a public health emergency. The training program on the DVD, *Cross-Training Respiratory Extenders for Medical Emergencies*, includes six modules with interactive quizzes following each:

- Infection Control
- Terms and Definitions
- Manual Ventilation
- Mechanical Ventilation
- Airway Maintenance
- Airway Suctioning

The report on the CD, *Project XTREME: Model for Health Professionals' Cross-training for Mass Casualty Respiratory Needs* contains useful background information for trainers.

2007  
Agency for Healthcare Research and Quality

### **The Decontamination of Children**



This DVD was created for hospital, emergency medicine, and pediatric personnel who may have to care for children contaminated by a chemical agent. It outlines the key differences between treating children and adults, describes the important steps necessary to decontaminate, and provides an overview of the process and systems needed to respond to this need.

2005, 27 minutes  
Children's Hospital Boston  
AHRQ Publications Clearinghouse

### **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)

**\* indicates DVDs that provide downloadable PowerPoint presentations**

## VENDORS

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**AHRQ Publications Clearinghouse**  
800-358-9295  
[ahrqpubs@ahrq.gov](mailto:ahrqpubs@ahrq.gov)

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

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**National Ctr. for Patient Safety  
Department of Veterans Affairs**  
[www.patientsafety.gov](http://www.patientsafety.gov)

**National Pt. Safety Foundation**  
413-663-8900  
[www.npsf.org](http://www.npsf.org)

**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>

## Meet our Staff

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*The HSG Risk Management and Patient Safety Department shares our clients' desire to provide the highest quality of medical care possible. Our focus, therefore, is to provide materials, resources and educational programs aimed first and foremost at the prevention of patient injuries. If you have questions or comments about our Media Library or any other risk management issues, do not hesitate to contact us at 1-800-234-2297.*

**Janet L. Schaffner, MSN, RN, MA, CPHRM** serves Healthcare Services Group as Senior Risk



Management Consultant. Her background includes 20 years experience in clinical nursing, with 10 years as a Critical Care Clinical Nurse Specialist. She also has 10 years experience as a Patient Safety and Risk Manager for a 350-bed healthcare facility. Ms. Schaffner graduated from the University of Missouri-Columbia with a BSN degree and received her MSN degree from the University of Missouri-Kansas City. She earned her Master of Arts in Bioethics from the Medical College of Wisconsin. She is a member of the Missouri Center for Patient Safety's Hospital Advisory Committee, Hospital Advisory Panel, PSO Advisory Committee and contributing editor for the HSG *Hospital and Physician Risk Management Letters*.

**Jodie McCloud, RN, BS, CPHRM** serves as Senior Risk Management Consultant for Healthcare Services



Group. She has a clinical background of 13 years in nursing, with 10 years in a Coronary Intensive Care Unit. Before joining HSG, Jodie served for two years as the Director of Risk Management, Regulatory Compliance, Case Management, Patient Satisfaction/Customer Service and Quality Improvement in a Missouri hospital. Jodie earned her Associate Degree in Nursing from Missouri Southern State University and BS degree in Business Management from William Woods University. She is also a contributing editor for the HSG *Hospital and Physician Risk Management Letters*.

**Kim Schlup, AIS, Client Services Coordinator**



Ms. Schlup serves HSG as Client Services Coordinator. Her administrative career with HSG began in 1985, and as Client Services Coordinator for the Risk Management & Patient Safety Department she is responsible for coordination of the MLA Physician Risk Management Credit Program, HSG's regional education programs, and supervision of the HSG event reporting process. Ms. Schlup is Managing Editor of the *Hospital and Physician Risk Management Letters*. She holds the designation of Associate in Insurance Services from the American Institute for Chartered Property Casualty Underwriters/Insurance Institute of America and is also a member of the Missouri Health Care Executive Assistants.

**Joni Wilbers, Risk Management Assistant**



In 2010, Joni Wilbers joined the HSG staff as Risk Management Assistant. Her background includes 14 years experience in the medical office setting, holding positions of Medical Records Clerk, Receptionist, Collections/Charge Entry and Patient Account Representative/Claims Specialists. Among Joni's administrative duties at HSG, she is responsible for the HSG Media Library and MLA physician manual, **CONCEPTS**.

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