Department of Veterans Affairs, Employee Education System

and

Office of Public Health

Presents

Prevention and Management of Disruptive Behavior (PMDB): Level II Part B

VA TMS Item Number / 15.F2F.MA.PMDB.LEVIIB.A

**Program Start:** March 1, 2015  
**Program End:** March 30, 2018

**Place**  
<<Enter Place>>

In accordance with the Department of Veterans Affairs Financial Policies/Procedures and Congressional Reporting Requirements, employees will submit their final expense vouchers for reimbursement of temporary duty (TDY) expenses into the travel system Concur Government Edition (CGE), within 5 business days after travel. In accordance with this regulation, late submission/approval of final expense vouchers will be subject to reminder protocol including follow up emails from the Data Management and Reporting Team.

**Purpose Statement**

This course is the second part of PMDB Level II. The course teaches participants specific skills for identifying and verbally de-escalating disruptive behavior, including various levels of affective stress and sexual predatory behavior. This Face-to-Face curriculum (Part B) trains employees to identify different levels of stress and respond with the appropriate verbal and non-verbal interventions, ranging from appropriate customer service to behavioral limit-setting. Customer service, verbal and non-verbal intervention, and limit-setting skills techniques are actively practiced in the classroom by all participants. Participants are engaged in active discussion of appropriate and safe responses to sexual predatory behavior. Participants will be trained to use these new skills throughout the facility. Upon return to the workplace, participants are expected to use newly acquired skills to reduce the severity and number of disruptive behavior incidences that occur within the facility to promote and build a safe work environment. This face-to-face workshop addresses Veterans’ Health Administration (VHA), Occupational Safety and Health Administration (OSHA), and The Joint Commission (TJC) requirements and guidelines.

**Target Audience**

All employees determined to be in low, moderate, or high risk workplaces within VHA Facilities based upon the facility’s Workplace Behavioral Risk Assessment (WBRA) are required to have this course. Any employee who has contact with patients, visitors, or other employees, including physicians, nurses, psychologists, social workers, counselors, police/security, health care executives, maintenance, housekeeping and all interested individuals, will also benefit from this training.

To learn more about EES and its programs, products and services, visit [vaww.ees.lrn.va.gov](http://vaww.ees.lrn.va.gov) (VA Intranet) or call the EES Customer Service Center at 1-877-EES-1331 or EESCSC@va.gov
Prerequisite: Level I Online PMDB course (TMS Item # 7831 or # 16699) and Level II Part A
of PMDB training (23805) are prerequisites for this course.

Mandatory Training Structure: In-class portions of this course will be taught using no fewer
than 2 certified PMDB trainers and will maintain a maximum student to trainer ratio of 8:1.
Maximum enrollment is 16 students.

Outcome/Objectives
At the conclusion of this educational program, learners will be able to:
1. implement and demonstrate appropriate customer service response to low level of stress;
2. implement and demonstrate appropriate verbal or non-verbal response to moderate level
   of stress;
3. implement and demonstrate appropriate limit-setting response to severe level of stress;
   and
4. implement and describe appropriate limit-setting response (“red light” response) to sexual
   predatory behavior.

Registration/Participation in the Activity Procedure
1. Length of course: 2 hours
2. Review EES Program Brochure
3. Attend and participate in 100% of program activity
4. Complete Program Evaluation no later than <<Click here to enter a date>>.

Instructions for Completing Registration in TMS
Registration: It is essential that you use the course link and follow the instructions below to
register for Prevention and Management of Disruptive Behavior (PMDB): Level II Part B in
TMS by <<Click here to enter a date>>.

<<Insert Direct Link Here>>

Instructions for Registration:
1. If you have not registered for the course:
   a. Control-Click on the Item Link above.
   b. Log in to TMS.
   c. On the right side of the page there are 3 buttons: “Add to Learning Plan”, “Start Course” and “Register Now”.
2. Select the “Register Now” button.
   (NOTE: If you select “Add to Learning Plan” option, this will add the training to your To-Do List, but it does not register you for the training. You will then need to Register Now and register.)

3. After clicking on the “Register Now” button, the date, time and location for the scheduled
   offering will appear.
4. Select this program by clicking on the “Register Now” button to the right of the offering.
5. On the next page, you will click on the “Confirm” button on the upper right side of the
   page. This will register you and add the training to your To-Do List/No Due Date and you
   will receive an enrollment email confirmation from TMS.

To learn more about EES and its programs, products and services, visit www.ees.lrn.va.gov (VA Intranet) or call the
EES Customer Service Center at 1-877-EES-1331 or EESCSC@va.gov
Instructions for Completing Evaluation in TMS to Access Accredited Certificate

Please note: Program evaluations must be completed within **30 days** of the conclusion of the program in order to receive a program certificate

1. Log in to TMS.
2. If you **have not registered** for the course:
   a. Contact the EES POC listed in this brochure to be registered.
3. If you **have registered** for the course:
   a. Use the To-Do List search field in the upper left portion of your To-Do List to locate the item number.
4. Hover over the title and click “View Details.”
5. In the Item Details screen, click the link Start Course button.
6. Once content is completed, close the window.
7. Click “Return to Online Content Structure.”
8. Click the “Link to Evaluation and Certificate.” **Be sure you have completed all the content objects listed before attempting to access the evaluation.** *Note: If you don’t see the new window, check behind other open windows.
10. Click “Return to Online Content Structure.”
11. There should now be a date next to both links in the Online Content Structure window.
12. Some courses require a Self-Certification to record completion. If there is a Self-Certification link present, click the link and follow the instructions given.

You have now completed your requirements for this course, and the item should be located in your Completed Work.

**ACPE considers credit as a statement of credit instead of a certificate of credit**

To access your **Accredited certificate** in TMS, please follow the steps below:
1. From the Home screen in TMS, click on “Completed Work.”
2. Hover the mouse over the title of the program, and click “View Details” in the popup window that appears. **DO NOT** click on the “Print Certificate” here – this will give you the generic TMS certificate.
3. In the Completed Work Details screen, you should see a section named “Accreditation Details.”
4. Click the “Print Accredited Certificate” button next to your requested Accreditation.

Your Accredited certificate should appear on the screen for you to save or print.

**Accreditation/Approval**
The accreditation organizations for this course are listed below.

**Accreditation Council for Continuing Medical Education (ACCME)**

The VA Employee Education System is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

**American Psychological Association (APA)**

The VA Employee Education System (EES) is approved by the American Psychological Association to sponsor continuing education for psychologists.

---

To learn more about EES and its programs, products and services, visit [www.ees.lrn.va.gov](http://www.ees.lrn.va.gov) (VA Intranet) or call the EES Customer Service Center at 1-877-EES-1331 or EESCSC@va.gov.
Employee Education System maintains responsibility for this program and its content.

**American Nurses Credentialing Center (ANCC)**

VHA Employee Education System is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

**Note:** ANCC continuing nursing education contact hours are not accepted by the California Board of Registered Nursing (CA BRN) toward license renewal for CA-licensed registered nurses (RNs) and advanced practice nurses (APNs), unless the CA-licensed nurse-participants are physically outside of the state of CA when they start and complete activities sponsored by an ANCC accredited provider of continuing education for nurses.

**California Board of Registered Nursing (CA BRN)**

The VA Employee Education System is accredited as a provider of continuing education in nursing by the California Board of Registered Nursing. Provider approved by the California Board of Registered Nursing: Provider Number CEP 4714.

**National Board for Certified Counselors (NBCC)**

The Veterans Affairs Employee Education System is an NBCC-Approved Continuing Education Provider (ACEP™) Provider #5927 and may offer NBCC-approved clock hours for events that meet NBCC requirements. The ACEP solely is responsible for all aspects of the program.

**Designation of Continuing Education**

**Accreditation Council for Continuing Medical Education (ACCME)**

The VA Employee Education System designates this live activity for a maximum of 2.0 AMA PRA Category 1 Credit(s)™. Physicians should claim only credit commensurate with the extent of their participation in the activity.

This course provides Category 1 AMA Physicians Recognition Award™ CME credit (ACCME) for physicians. ACCME – NP (or ACCME-Non-Physician) may be used to provide attendees other than MDs, DOs a certificate that documents their attendance, and indicates that the accredited provider offered Category 1 AMA Physicians Recognition Award™ CME credit for the course or activity. ACCME – Non-Physician refers to nurses, physician assistants, and healthcare professionals other than physicians.

**American Psychological Association (APA)**

As an organization approved by the American Psychological Association, the Employee Education System (EES) is sponsoring this activity for 2.0 hour(s) of continuing education credit. The Employee Education System maintains responsibility for this program and its content.

**American Nurses Credentialing Center (ANCC)**

To learn more about EES and its programs, products and services, visit [vaww.ees.lrn.va.gov](http://vaww.ees.lrn.va.gov) (VA Intranet) or call the EES Customer Service Center at 1-877-EES-1331 or EESCSC@va.gov.
VHA Employee Education System designates this educational activity for 2.0 contact hours in continuing nursing education.

**Note:** ANCC continuing nursing education contact hours are not accepted by the California Board of Registered Nursing (CA BRN) toward license renewal for CA-licensed registered nurses (RNs) and advanced practice nurses (APNs), unless the CA-licensed nurse-participants are physically outside of the state of CA when they start and complete activities sponsored by an ANCC accredited provider of continuing education for nurses.

**California Board of Registered Nursing (CA BRN)**

This continuing education activity has been presented by the VA Employee Education System for 2.0 contact hours. Provider approved by the California Board of Registered Nursing: Provider Number **CEP 4714**.

**Association of Social Work Boards (ASWB)**


Social workers will receive 2.0 continuing education clock hours in participating in this course.

Due to recently enacted legislation, **NY licensed social workers** are not eligible to use ASWB-accredited continuing education to meet future licensure requirements. Courses that are not specifically designated for continuing education by the New York State Office of the Professions, State Board for Social Work will not be accepted to renew licensure. Social workers licensed in NY may not use continuing education credit from this activity to meet licensure requirements. Please contact your state licensing board (website: www.op.nysed.gov/prof/sw/, or phone: 518-473-1426) for additional information.

Due to recently enacted legislation, **NJ licensed social workers** continuing education licensure requirements have changed. This course is considered ‘in-service’ by the NJ State Board of Social Work Examiners. To meet continuing education licensure requirements, **NJ licensed social workers** may claim one credit of continuing education for each credit earned; up to half of the required continuing education credits may be claimed via participation in in-service activities. Please contact your state licensing board (website: [http://www.state.nj.us/lps/ca/social/](http://www.state.nj.us/lps/ca/social/), phone: 973-504-6495) for additional information.

**The California Board of Behavioral Sciences (CA BBS)**

The Veterans Affairs Employee Education System (Provider #PCE3204) asserts that this educational activity meets the qualifications for 2.0 hours of continuing education credit for Marriage and Family Therapist MFTs and / or for LCSWs as required by the California Board of Behavioral Sciences.

To learn more about EES and its programs, products and services, visit [vaww.ees.lrn.va.gov](http://vaww.ees.lrn.va.gov) (VA Intranet) or call the EES Customer Service Center at **1-877-EES-1331** or **EESCSC@va.gov**
**National Board for Certified Counselors (NBCC)**

The Veterans Affairs Employee Education System is an NBCC-Approved Continuing Education Provider (ACEPTM) and designates this approved activity for 2.0 clock hour(s).

**Statement of Participation**

A certificate of completion will be awarded to participants and accreditation records will be on file at the Employee Education System. In order to receive a certificate of completion from EES, you must register in the TMS, attend 100% of the program and complete the evaluation as directed in SEES, and then: go into your Completed Work, hover over the title, and choose View Details to print your accredited certificate. For ACPE accreditation, participants must provide their Birthdates (month and date) and their NABP e-Profile ID numbers in their Personal Profiles in TMS.

**Report of Training**

It is the program participant’s responsibility to ensure that this training is documented in the appropriate location according to his/her locally prescribed process.

**Program Schedule**

Program Schedule Date: <<Select Program Schedule Date>>

<table>
<thead>
<tr>
<th>Time</th>
<th>Topic/Title</th>
<th>Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30 a.m. – 8:00 a.m.</td>
<td>Registration</td>
<td>Staff</td>
</tr>
<tr>
<td>8:00 a.m. – 9:00 a.m.</td>
<td>Customer Service and Verbal Intervention Skills</td>
<td>&lt;&lt;Faculty Name&gt;&gt;</td>
</tr>
<tr>
<td></td>
<td>Practice Activity</td>
<td></td>
</tr>
<tr>
<td>9:00 a.m. – 10:00 a.m.</td>
<td>Limit Setting and Sexual Assault Prevention</td>
<td>&lt;&lt;Faculty Name&gt;&gt;</td>
</tr>
<tr>
<td>10:00 a.m.</td>
<td>Adjourn</td>
<td></td>
</tr>
</tbody>
</table>
### Faculty and Planning Committee Listing

* Denote planning committee member  
+ Denotes faculty  

| *Alfred Articolo*  
Chief of Police  
Albany VA Medical Center  
Albany, NY | *Russell Bell, LMSW, BCD, ACSW*  
CWT/TR Program Manager  
Battle Creek VA Medical Center  
Battle Creek, MI  
Planning Member for ASWB  
Planning Member for CABBS  
Planning Member for NBCC |
|---|---|
| *J. Sidney Davis, PhD*  
Psychologist  
James A. Haley VA Medical Center  
Tampa, FL  
Planning Member for APA | *Beth Dietzel, PhD*  
Clinical Psychologist  
Battle Creek VA Medical Center  
Battle Creek, MI |
| *Scott Hutton, RN, PhD MBA*  
Nurse Manager Acute Psychiatry  
Cincinnati VA Medical Center  
Cincinnati, OH  
Planning Member for ANCC  
Planning Member for CA BRN | *Terri Kelly, M. Ed*  
Project Manager  
Employee Education Resource Center  
Employee Education Center |
| *Amy Lindsey-Colon, MSN, RN*  
Clinical Instructor  
Tuscaloosa VA Medical Center  
Tuscaloosa, AL | *Bridget Truman, PhD*  
Psychologist  
Charles George VA Medical Center  
Asheville, NC |
| *Kelly Vance, MD*  
Director, PMDB Program  
Veterans Health Administration Central Office  
Lexington VA Medical Center  
Lexington, KY  
Planning Member for ACCME | *Lynn Van Male, PhD*  
Director, Behavioral Threat Management Program (VHA CO 10P3D)  
Department of Veterans Affairs  
Portland VA Medical Center, VISN 20  
Portland, OR |
| *Mary Withers, MSN, RN, VHA-CM*  
Clinical Education Instructor  
Central TX Veterans health Care System  
Waco, TX |
EES Program Staff for Trace Code: 15.F2F.MA.PMDB.LEVIIB.A
Terri Kelly, M. Ed
Program Manager
Terri.Kelly@va.gov
(202)443-6976
Arlington, VA

Mary Chandler, MAEd
Education Technician
Mary.Chandler2@va.gov
(314)894-6648 ext. 66728
St. Louis, MO

Deadline Date
Please register by close of business on <<Select Date>>. Information on participation may be obtained from Terri Kelly, Project Manager, Employee Education Resource Center, e-mail: EESPMDBSupportGroup@va.gov.

Cancellation Policy
Those individuals who have been accepted to attend and need to cancel: log into TMS, hover over the registered title and withdraw themselves at least two weeks prior to the program.

Accessibility Statement: (Reasonable Accommodation)
The U.S. Department of Veterans Affairs (Employee Education System) is committed to providing equal access to this meeting (or event) for all participants. If you need alternative formats or services because of a disability, please contact Terri Kelly, Project Manager, Employee Education Resource Center, e-mail: EESPMDBSupportGroup@va.gov with your request by close of business <<Deadline Date>>.

Disclosure Statement
The VA Employee Education System (EES) must ensure balance, independence, objectivity, and scientific rigor in all of its individually sponsored or jointly EES sponsored educational activities. All prospective faculty and planning committee members participating in an EES activity must disclose any relevant financial interest or other relationship with: (a) the manufacturer(s) of any commercial product(s) and / or provider(s) of commercial services discussed in an educational presentation, and (b) any commercial supporters of the activity. Relevant financial interest or other relationship includes, but is not limited to, such things as personal receipt of grants or research support, employee or consultant status, stockholder, member of speakers’ bureau, within the prior 12 months. EES is responsible for collecting such information from prospective planners and faculty, evaluating the disclosed information to determine if a conflict of interest is present and, if a conflict of interest is present, to resolve such conflict. Information regarding such disclosures and the resolution of the conflicts for planners and faculty shall be provided to activity participants. When an unlabeled use of a commercial product or an investigational use not yet approved by the FDA for any purpose is discussed.

To learn more about EES and its programs, products and services, visit www.ees.lrn.va.gov (VA Intranet) or call the EES Customer Service Center at 1-877-EES-1331 or EESCS@va.gov.
during an educational activity, EES shall require the speaker to disclose that the product is not labeled for the use under discussion or that the product is still investigational.

The faculty and planning committee members reported that they had no relevant financial relationships with commercial entities in any amount that occurred within the past 12 months that create a conflict of interest.

This activity includes no discussion of uses of FDA regulated drugs or medical devices which are experimental or off-label.

* The ACCME defines “relevant financial relationships” as financial relationships in any amount occurring within the past 12 months that creates a conflict of interest.