

Workplace Violence and Incivility Professional Issue Panel Steering Committee Members

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Brecher	Deena Co-Chair	MSN, RN, APN, ACNS-BC, CEN, CPEN	DE	Emergency Nurses Association	Deena Brecher was the 2014 president of the Emergency Nurses Association. She has had the opportunity to speak on the issues of workplace violence and incivility all over the world, as a podium speaker, poster presenter, or expert panel. She led the discussion about workplace violence at ANA's Organizational Affiliate meeting. Changing the culture around workplace violence is something she is very passionate about. She has served as an expert for the media on the topic of workplace violence for mainstream print media, electronic sources, and well as broadcast media. She seeks out opportunities to speak on behalf of nurses that tolerance of workplace violence is not acceptable. She looks forward to the opportunity to serve as chair of this steering committee.
Clark	Cynthia Co-Chair	PhD, RN, ANEF, FAAN	ID		Dr. Cynthia Clark is an award-winning tenured nursing professor and Professor Emeritus with more than 30 years' experience in nursing education and practice, a nurse consultant for ATI Nursing Education, and the Founder of Civility Matters® . Her theory-driven interventions,

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					<p>empirical measurements, theoretical models, and reflective assessments provide “best practices” to prevent, measure, and address uncivil behavior and to create healthy workplaces.</p> <p>Dr. Clark serves as a fellow in the American Academy of Nursing and the National League for Nursing Academy of Nursing Education. She is the recipient of numerous teaching, research, and service awards. Her book, <i>Creating and Sustaining Civility in Nursing Education</i>, received the 2013 <i>AJN</i> Book of the Year award for Professional Issues in Nursing. Her current research includes fostering healthy workplaces, preparing nurses to effectively address incivility in the practice setting, and bridging the gap between nursing education and practice-based nurses to create and sustain cultures of civility. She is a prolific author and her publications have appeared in several peer-reviewed and open-access journals. She is a blogger for Sigma Theta Tau International, <i>Reflections on Nursing Leadership</i>.</p>
Edmonson	Cole Co-Chair	DNP, RN, FACHE, NEA-BC	TX		<p>Dr. Cole Edmonson serves as the chief nursing officer for Texas Health Dallas. As a chief nurse, he has created environments of respect and civility in two separate organizations over the last 12 years. He has authored two articles on bullying in nursing</p>

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					<p>and two articles on moral courage in nurse leaders. He has contributed to the book <i>Toxic Nursing</i>. In his organization, he created a civility dashboard measuring the civility index at the unit level, service line level and organizational level based on existing indicators and a float nurse survey. He is an RWJF executive nurse fellow-his project was to create a tool box for nurse leaders to identify, educate and prevent nurse bullying, published in June, 2014. He is the creator of www.stopbullyingnurses.com. He has lectured locally and nationally on civility for STTI, INARC, local universities and health systems and the Magnet conference.</p>
Saltzberg	Christine Co-Chair	PhD, MS, PHCNS-BC, RN	MI		<p>Dr. Christine W. Saltzberg is an Associate Professor of Nursing at Saginaw Valley State University. Besides extensive academic experience, she has expertise in Public Health Nursing, vulnerable populations, health policy, complex systems leadership, curriculum development, and educational research. She takes a feminist perspective on constructive development theory to investigate epistemological reflection, reflective judgment, identity and leadership development in baccalaureate and higher nursing education and the profession. Dr. Saltzberg has extensive experience developing positions on various topics, including Workplace Violence and Incivility, and crafting legislation to amend/become law. She has collaborated in researching</p>

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					<p>cumulative effects of trauma and violence on health, presented and published research on horizontal/vertical violence in nursing education, and consulted on curriculum development emphasizing human development, interaction, openness to diversity, inclusion, contextual and constructed knowing.</p>
Tracy	Backus	BSN, RN	TX	American Association of Critical-Care Nurses	<p>Tracy Backus is an Intensive Care Nurse at John Peter Smith Hospital-Level One Trauma Center, Fort Worth, Texas. She is the Chair of the ICU Employee Engagement Committee. This committee was conceived to create and implement an action plan to eliminate lateral violence and improve employee satisfaction. This Committee has successfully implemented 15 goals to reduce conflict, improve morale and engage all staff members for the overall improvement of employee satisfaction. She enlisted the assistance of Psychiatry Department Physicians to educate the ICU unit on lateral violence as well as provide communication tools and reporting resources to end conflict. It is her goal to end workplace violence and her mission to participate in the development of solutions to share with other high acuity/high stress medical institutions.</p>
Vicky	Buhr	MSN, FNP-BC, RN	WI		<p>Vicky Buhr has been a nurse for the past 35 years with the majority of this time in emergency medicine so she has seen</p>

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					<p>violence first hand. She is currently the Chair of the Workplace Violence Taskforce committee for the Wisconsin Nurse's Association and a member of a subcommittee looking at workplace violence. She recently joined three other speakers at her annual nurses convention and spoke on workplace violence issues. She is currently a Nurse Practitioner for the Mayo Clinic Health System in Wisconsin. She is a member of Mayo's Personal Safety Committee. She is married with five children and twin grandbabies.</p>
Christian	Burchill	PhD, RN CEN	OH	Emergency Nurses Association	<p>Dr. Christian Burchill is a Nurse Researcher, Office of Nursing Research and Innovation, Cleveland Clinic. Dr. Burchill is currently investigating emergency nurses' perceptions of safety from patient and visitor violence. He created a unique instrument to measure those factors supported by a grant jointly funded by the Emergency Nurses Association and Sigma Theta Tau International for psychometric testing of the instrument. Dr. Burchill's interest in workplace violence comes from being both a witness to and victim of workplace violence committed by patients and visitors. He has lectured about his experiences and this phenomenon at conferences. Dr. Burchill received his BSN from West Chester University; his MSN in Psychiatric-Mental Health Nursing from the University of Pennsylvania School of Nursing; and, his PhD in Adult and</p>

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					<p>Organization Development from the College of Education, Temple University. He is a member of the Emergency Nurses Association and is president of the Cleveland ENA chapter. He holds certification in emergency nursing (CEN) and as a certified group development consultant from GDQ Associates in Massachusetts.</p>
Beth	Cassidy	MSN, RNC-OB, CNML, LCCE, FACCE	NC	Association of Women's Health, Obstetric & Neonatal Nurses	<p>Beth Cassidy has been a nurse for 23 years and a director for the last 12 years. She has primarily worked in obstetrics but has also managed med/surg and intensive care units. Her formal interest in Horizontal Hostility started in 2008. The OB department she was brought in to manage was toxic to the point of almost total dysfunction. After 18 months of working with the staff, setting expectations and delivering in-services the department issues resolved. The successful change in the unit culture was acknowledged by the administration and she was asked to work with other departments in the hospital. She completed her Masters in Nursing Administration at Western Carolina University. Her graduate project involved the development of an educational module on Horizontal Hostility specifically for nursing students. The module was presented to two groups of nursing students and it was very well received.</p>

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					She thinks it is critical to begin the workplace incivility conversation in the nursing schools. She is currently pursuing her DNP at Western Carolina University.
Robin	Conklin	RN	NC		Robin Conklin has been a nurse for four years, all of which have been in Neurosciences. She recently began working at the Alzheimer's Disease Research Center at Duke University Health System as a Clinical Research Nurse. Prior to this, she was a bedside nurse on a Neuroscience unit, also at Duke Hospital. On her unit, she functioned as a Charge Nurse as well as the Evidence-Based Practice and Nursing Research resource. She was an EPIC "Super User" during the hospital's transition to the EHR software and served for two years as the unit's Diabetes resource nurse. She is currently enrolled at UNC-Chapel Hill, working towards an MSN in Healthcare Informatics and plans to write her Master's Paper on Workplace Violence in the Health Care setting. Prior to nursing, she managed a small business for ten years.
Margaret	Curley	BSN, RN	NV		Margaret Curley has been passionate about nursing since her graduation from the University of Nevada Reno Orvis in 1971. The ensuing 43 years have provided the opportunity to view lateral violence from many perspectives: as an Army nurse, a clinical nurse, a charge nurse, a quality improvement nurse, a utilization reviewer, a home health nurse, a shift supervisor in acute care, Communication Director of

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					<p>Nevada Nurses Association (NNA), and recently Executive Director of NNA. Margaret became engaged in the issue of lateral violence after writing a report for the NNA Legislative Committee and recognizing the tremendous cost to nurses, hospitals, and patient safety. She organized a task force of interested Nevada nursing leaders, which began meeting in 2012. The group has grown to 100 members, mostly nurse leaders and educators, and evolved to be the Nevada State Collaborative on Lateral Violence in Nursing. Margaret has a deep belief that all nurses have a right to be treated with respect and civility in the workplace.</p>
Jimmy	Durham	RN	MS	AORN, AWHONN	<p>Jimmy Durham is a registered nurse who currently lives and works in North Mississippi. Since becoming a nurse three years ago, he has worked primarily in labor and delivery, surgery, and ambulatory care. Jimmy is an active member of several professional organizations including ANA, AORN, and AWHONN.</p>
Ginger	Howerton	MSN, RN, ACNS-BC	TX		<p>Ginger Howerton graduated from Vanderbilt University with a Master of Science in Nursing in 1991. She has practiced nursing in Tennessee, Hawaii and Texas at the bedside, in nursing administration and in an advanced practice role. For the past 15 years she specialized in wound care and has been in private</p>

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					practice collaborating with multiple physicians in the North Dallas area to treat chronic wounds in an outpatient clinic, acute and long-term acute care hospitals, rehabilitation hospitals and skilled nursing facilities.
Dianne	Jacobs	MSN, RN	SC		Dianne Jacobs is co-founder and principal of CoMass Group LLC, a consulting firm helping clients eliminate disruptive and costly behaviors in the workplace, through education and training, creating a culture of civility and safety that supports individual and organizational success. Dianne has worked in the healthcare field for almost 40 years. She received her BSN from the Medical University of South Carolina and MSN in Psychiatric/Mental Health Nursing from the University of Kentucky. While at Upstate Area Health Education Center, Dianne co-authored two HRSA-NEPR grants – serving as Project Director for addressing lateral violence among nurses and Program Coordinator for addressing cultural competency in nursing care of the Hispanic patient. Over 4,000 nurses were trained under these grants. A three time cancer survivor and a nurse, Dianne has a unique perspective of the healing environment and how behavior impacts healing, as well as the culture of safety for any healthcare organization.
Stacie	Jenkins	BSN, MSN, LNC	LA		Stacie Jenkins received her BSN from Northwestern State University in Natchitoches, Louisiana and her MSN in

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					<p>Nursing Informatics from Walden University. She is the Director of Clinical Risk Management for HSLI and the Louisiana Hospital Association (LHA) Trust Funds, in Baton Rouge, Louisiana. The LHA Trust Funds provide professional liability, general liability, and workers' compensation insurance coverage to hospitals and physicians. A large portion of her job involves consulting with hospitals, risk assessment in hospitals, and development of programs to assist hospitals in reducing risk of professional liability claims and improving patient safety. Workplace violence, including verbal abuse, of nursing staff is a huge concern in her state. There are limited numbers of beds for psychiatric patients and violence seems to be moving into the hospitals. She does regular consulting on issues such as violence with hospitals through-out the state of Louisiana. She is trained as a MOAB instructor to help train hospital staff on how to identify and de-escalate violence. She has co-coordinated a Behavioral Health Seminar to help support hospitals who have difficulty handling these patients while they are in the hospital.</p>
Susan	Johnson	PhD, RN	WA		<p>Dr. Susan Johnson is an Assistant Professor of Nursing and Healthcare Leadership at the University of Washington-Tacoma. She completed her PhD at the University of</p>

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					<p>Washington-Seattle. She has an MN from the University of Washington-Tacoma, a BSN from the University of North Carolina, Chapel Hill, and a BA in Biology from Oberlin College. She worked as a hospital staff nurse for over 20 years. She was awarded the March of Dimes Nurse of the Year (Washington State) award, in the category of New Generation, for her work on workplace bullying. She has given presentations on the topics of incivility and workplace bullying to multiple organizations. She is a co-convenor for the special interest group on organizational influences and bystander researcher for the International Association of Workplace Bullying and Harassment (IABWH). Her current research explores mentoring to help new nurses who are members of underrepresented minorities cope with workplace bullying, incivility and bias. She is working on an investigation of incivility within nursing education, and the development of interventions to help faculty address this issue.</p>
Jane	Lipscomb	PhD, MS, PHCNS-BC, RN	MD		<p>Dr. Jane Lipscomb is Professor, University of Maryland Schools of Nursing and Medicine and Director of the UMB Center for Community-Based Engagement and Learning (CCBEL) in Baltimore Maryland. She has conducted research into the prevention of occupational injuries and illness in the health care and social service workplace for over twenty years, with a</p>

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					<p>focus on workplace violence prevention. Between 1999 and 2012, Dr. Lipscomb and colleagues were awarded four large multi-year grants from the Centers for Disease Control and Prevention/ National Institute for Occupational Safety and Health (NIOSH) to evaluate the impact of a range of risk factors and interventions designed to reduce in violence in health care and social service settings. She is also authoring an ANA book on workplace violence prevention to be published in late 2014.</p>
Joy	Longo	PhD, RNC-NIC	FL		<p>Dr. Joy Longo is an associate professor at the Christine E. Lynn College of Nursing at Florida Atlantic University. She worked in the neonatal intensive care unit setting for 22 years before moving into the academic setting. She holds a diploma in nursing from Mountainside Hospital School of Nursing, a BSN from Lynn University, and a MS in Nursing and a PhD in Nursing from Florida Atlantic University where she currently teaches. Her research focuses on horizontal violence and bullying in nursing, and she received an American Nurses Foundation/Julia Hardy RN grant to develop a scale to measure horizontal violence. Dr. Longo has presented locally and nationally and has published on the topic. She was the primary contributor to the American Nurses Association’s booklet “Bullying in the workplace: Reversing a Culture.”</p>

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Kelly	Migler	MSN, RN	IN	AWHONN	<p>Kelly Migler has been a nurse for 29 years. Her clinical area of specialization is obstetrics with a focus in newborn and neonatal intensive care. She is currently working in academia teaching Maternal Women's Health and Global Health Issues in a traditional and accelerated BSN program. She is a member of several professional organizations: AWHONN, American Nurses Association, Sigma Theta Tau and National Student Nurses Association.</p>
Christina	Purpora	PhD, RN	CA		<p>Dr. Christina Purpora is an Assistant Professor in the School of Nursing and Health Professions at the University of San Francisco. Her primary areas of teaching are applied assessment and nursing fundamentals in the traditional undergraduate nursing program. Her professional experience includes working in hospitals as a staff nurse for 21 years and a clinical nurse educator for nine. Her clinical expertise is in medical-surgical and adult critical care nursing. She regularly presents educational programs on incivility, workplace bullying, and horizontal violence at conferences and in academic and hospital settings. A life-long learner, she holds a diploma in Practical (Vocational) Nursing from Thompson School for Practical Nurses in Brattleboro, Vermont (1978) and several degrees in nursing: an Associate in Science from Ventura College, Ventura, California</p>

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					<p>(1991), a Bachelor of Science from Regis University in Denver, Colorado (1995), a Master of Science (nursing education focus) from the University of Hartford in West Hartford, Connecticut (2005), and a Ph.D. from the University of California, San Francisco (UCSF) (2010). Currently, she is a Postdoc in Special Studies in the School of Nursing at UCSF.</p> <p>Her research focuses on incivility, bullying, and horizontal violence in the healthcare work environment. She has presented her research at conferences and published in peer reviewed journals internationally.</p>
Marilyn	Ridenour	BSN, MBA, MPH, CPH, CIC	WV		<p>Marilyn Ridenour is a Captain (CAPT) in the United States Public Health Service assigned to the National Institute for Occupational Safety and Health. CAPT Ridenour works as a nurse epidemiologist in the Analysis and Field Evaluation Branch of the Division of Safety Research. From 2005 to 2007, she was in the Epidemic Intelligence Service Training Program. Since 2005 she has worked on workplace violence in the healthcare sector. She is co-project officer for the Healthcare Violence Prevention On-Line Best Practices Course, the Workplace Prevention Programs in New Jersey Health Care Facilities Project, and the Taxi-Driver Survey on Motor Vehicle Safety and Workplace Violence. CAPT Ridenour received her Bachelor of Science</p>

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					in nursing (1984) and her Masters of Business Administration (1988) from WVU and her Masters of Public Health (2002) from the University of Pittsburgh. She became certified in public health in 2007.
Ann	Semrow	MSN	WI		Ann Semrow has been in nursing for 36 years. She has experience in acute care, long term care, developmental disabilities, home health, hospice, correctional health, mental health, telephone triage, and migrant school systems. She has worked in geriatric settings for 17 years dealing with Alzheimer patients, and dementia. She has 12 years of experience in mental health. She was a nurse manager of an inpatient mental health unit for the VA. She was a nurse supervisor in correctional health for 8 years. She has years of training in self-defense and verbal judo. She served on the Workplace Violence Committee in the VA. As a manager, she has dealt with workplace violence and bullying and has enforced workplace safety. She has been involved in policy development when working on the Workplace Violence Committee in the VA, the inpatient mental health unit, and the correctional environment. She completed a dual Master's Degree (MSN/MHA) and plans research in the area of bullying, workplace violence, and incivility.
Karen	Wiley	MSN, RN, CEN	NE		Karen Wiley is an Emergency Department staff nurse at CHI Health Immanuel, Omaha, Nebraska. She is a member of the Nebraska Nurses

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					<p>Association (NNA), and serves on the national Emergency Nurses Association (ENA) Board of Directors. She will be the 2015 Secretary/treasurer. Wiley was the 2009-2010 Chairperson of the Emergency Department Workplace Violence Work Team and has presented internationally on workplace violence. A member of the NNA Legislative Committee and Chairperson of the Commission for Practice and Professional Development Committee, her strong commitment to advocacy includes Nebraska ENA Sate Council Government Affairs Committee Chair for 10 years. She was instrumental, in working with NNA/NENA, in the passage of workplace violence legislation mandating a third degree felony for assaulting a healthcare professional -- a 4-year intensive effort in which nurses told their stories.</p>
Robert	Williamson	BSN, RN, MS	MI		<p>Robert Williamson is the Director, Associate Safety for Ascension Health, St. Louis, MO. His principle role is to develop and provide leadership to the loss prevention and associate safety initiatives for Ascension Health. Working closely with the Risk Management, Occupational Health, and Safety he has played a significant role in:</p> <ul style="list-style-type: none"> • Demonstrating the business case for the adoption of occupational health and safety programs at Ascension

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					<p>Health Ministries</p> <ul style="list-style-type: none"> Assuring compliance with regulatory guidelines (Joint Commission, OSHA, & CDC) Developing and implementing loss prevention programs to reduce or eliminate patient mobilization injuries, blood borne pathogen exposures, events of workplace violence, incivility and bullying Successfully leading three Ascension Health Hospitals to achieve STAR status in OSHA's VPP Recognition Program <p>His current responsibilities include the leadership and spread of two CMS funded Leading Edge Advance Practice Topic (LEAPT) initiatives devoted to reducing caregiver harm related to workplace violence and safe patient mobilization.</p>
Lynnda	Zibell Milsap	PMHCNS-BC, MS, RN	WI		<p>Lynnda Zibell Milsap is a senior CNS, psychiatric liaison practicing at a 550 bed level one trauma center. She has the opportunity to consult and directly intervene with the health care staff across acute care, a children's hospital and ambulatory care in a proactive manner to lessen violence including violence towards staff. She is one of the CNS Psych Liaison team leaders working with consultation and behavioral management specific to direct consultation for disruptive patients, families, and visitors with an interdisciplinary team. Provides debriefing to individuals/teams and present numerous</p>

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					educational offerings on lateral violence in including nationally. Psychotherapist with specialty work with elderly and chronic illness.