

Programme **Monday 19 November 2007** De Meervaart, Amsterdam

08.30 – 09.15	Reception and Registration
09.15 – 09.30	<i>Opening and Welcome; Hans Fleury</i>
09.30 – 09.45	<i>The Foundation of the Association: 'European Network of Trainers in the Management of Aggression (ENTMA)'; Nico Oud</i>
09.45 – 10.45	<i>Instrumental versus Impulsive Violence; Personality Traits and Risk Factors; Henk Nijman</i>
10.45 – 11.00	<i>Aggression: Inventory and Prevention; Erik van Viegen</i>
11.00 – 11.30	Coffee Break
11.30 – 12.15	<u>Presentations round A (1 x 2 parallel sessions of ¾ hrs.):</u>
(1)	<i>Aggression at Emergency Departments; Angelique van Gaalen</i>
(2)	<i>Management of crisis in Child- and Youth Psychiatry; Reduction of Time-out; Erik Sentener</i>
12.15 – 13.00	<i>Aggression and Domestic Violence?; Nico van Oosten</i>
13.00– 13.45	Lunch
13.45 – 14.30	<i>The Effect of a Coercive Admission to the Course of Psychiatric Diseases; Marieke van de Ven</i>
14.30 – 15.15	<i>Effectiveness of Coercive Treatment with Psychopharmaceuticals and E.C.T.; Raphael Schulte</i>
15.15 – 15.45	Tea Break
15.45 – 17.15	<u>Workshops round B (3 parallel sessions of 1½ hrs.):</u>
(3)	<i>Early signs of Aggressive Behaviour of Youth; Sarah Hage</i>
(4)	<i>Is Breakaway Training Effective?; John Allen & Peter Ghroum</i>
(5)	<i>Developments and Pitfalls in the Application of Physical Technique; Sander Huijding & Hans Fleury</i>
17.15 – 18.00	Drinks

Programme **Tuesday 20 November 2007** de Meervaart, Amsterdam

- 08.30 – 09.00 Reception
- 09.00 – 10.00 *Research on Responding to Violence in Mental Health Settings: The Last Ten Years and the Next Ten; Richard Whittington*
- 10.00– 11.00 *'Ever met a Normal Person? How did you like it?' Management of Aggression from a Client Perspective; Toon Vriens & co speaker*
- 11.00 – 11.30 Coffee Break
- 11.30 – 13.00 Workshops round C (3 parallel sessions of 1½ hrs.):
- (4) *Is Breakaway Training Effective?; John Allen & Peter Ghroum*
 - (6) *Methods; from Training towards Practice; Bert Eggens, Sandra Gijmink & Miriam van der Veen*
 - (7) *Parasuicide and Selfharming Behaviour; Marcia Kroes*
- 13.00 – 13.45 Lunch
- 13.45 – 14.15 (8) **Trainers market**
- 14.15 - 15.00 *Conflict and Diversity; David Pinto*
- 15.00 – 15.30 Tea Break
- 15.30 – 17.00 Workshops round D (3 parallel sessions of 1½ hrs.):
- (5) *Developments and Pitfalls in the Application of Physical Techniques; Sander Huijding & Hans Fleury*
 - (6) *Methods; from Training towards Practice; Bert Eggens, Sandra Gijmink & Miriam van der Veen*
 - (7) *Para Suicide and Selfharming Behaviour; Marcia Kroes*
- 17.00 – 17.15 *Forecast 2008 and Plenary Closing*
- 17.15 – 18.00 Drinks

About the speakers, the lectures and the workshops

Plenary lectures and presentations

The Foundation of the Association: 'European Network of Trainers in the Management of Aggression (ENTMA)' (Dutch/English)

Drs. Nico Oud is trainer, tutor, researcher and director of CONNECTING, also chair of the informal platform ENTMA. He actively takes part in the European Violence in Psychiatry Research Group.

Nico will report about the intentions of the informal platform of the 'European Network of Trainers in the Management of Aggression (ENTMA)' to evolve to a formal European association, which was agreed upon in the meeting on 18 November 2007.

The preliminary suggested mission of ENTMA is formulated as: *"To improve, develop, influence and share best evidence based practice in relation to the understanding, prevention and management of aggression and violence in the health care sector and other related settings and to promote safer and therapeutic services throughout all relevant health care settings. To ensure that health care staff has the appropriate competencies (attitude, skills and knowledge) to manage safely and therapeutically aggressive and violent behaviour in all relevant health care settings".* The preliminary main suggested goals of ENTMA are: *"To provide a network for professionals, working in the speciality of training in the understanding, prevention and management of aggression and violence in the health care sector and other related settings in order to create useful contacts and interaction with other professionals / trainers to share ideas, knowledge, experience and expertise."*

Nico will also report on the intended collaboration between CONNECTING, Oud Consultancy, International Council of Nurses (ICN), Sigma Theta Tau International (STTI), World Health Organization (WHO), Public Services International (PSI), International Hospital Federation (IHF), European Violence in Psychiatry Research Group (EVIPRG) and Fachhochschule St. Gallen concerning an 'International Congress on Workplace Violence in the Health Sector', 22-24 October 2008, de Meervaart - Amsterdam.

Proactive versus Impulsive Violence; Personality Traits and Risk Factors
(Dutch)

Prof. dr. Henk Nijman, (1967) is since 1st April 2004 committed as extraordinary professor forensic psychology to the Academic Centre of Social Sciences (ACSW) of the Radboud University of Nijmegen. The main teaching assignment for forensic psychology was assigned at the initiative of the Stichting Koningsheide (Foundation Koningsheide) which has a longstanding tradition in stimulating and supporting important innovations and research at high and medium security and locked (coercive) psychiatry. Next to his commitment to the Radboud University Henk Nijman is main researcher in FPC de Kijvelanden, an institute for forensic psychiatry in Poortugaal. Furthermore he is linked to the City University of London (Department of Mental Health and Learning Disability) as a visiting professor. Henk Nijman studied Health Sciences at the University Maastricht (graduation: Mental Health Care) and gained his Ph.D. in 1999 at the Faculty of Psychology of this University with his dissertation 'Aggressive behavior of psychiatric inpatients. Measurement, prevalence, and determinants'. Since 1992 he researches methods of measurement, causes and prevention of aggression of (forensic) psychiatric inpatients in high and medium security institutes and published about these topics in several national and international professional journals. At 22nd April 2005 he his inaugural lecture at the Radboud University titled: 'Can't we treat delinquents in a better way?'.

In this lecture Henk will go more deeply into the associations between personality traits and psychiatric symptoms on the one hand and severe violent (offensive) behaviour on the other hand. He will distinguish characteristic features and background variables of persons that tend to use aggression in a more proactive, well considered way versus persons that tend strongly to act impulsively or from an emotional burst. Henk will highlight risk factors for both types of violence and what this might mean to prevention of aggression and offensive behaviour. In this lecture the concept of psychopathy and its measurement will be illustrated. Next to this, Henk will highlight several other methods in use to calculate the risks to future violent behaviour.

Aggression: Inventarisation and Prevention
(Dutch)

Erik van Viegen, methodology advisor at IGCN bv, is actively involved in making unique scientific methods digitally available within the field of Health Care. In collaboration with the authors, the different branch organizations and institutes, the aim is to develop an optimal and useful instrument.

In this short presentation Erik will illustrate that generating necessary information like causes, nature and frequency will bring more insight into occurring aggression can be a starting point for a (individual) treatment plan, to determine preventive measures and basic assumptions of training. Through that the number of incidents and absence through illness can be reduced. The unique methods for this are the SOAS-R (Staff Observation Aggression Scale-Revised, author prof. dr H. Nijman, Based upon the SOAS, developed by prof. Palmstierna and prof. Wistedt.) and the BVC (Brøset Violence Checklist, authors Linaker, Busch-Iversen, Almvik).

Aggression and Domestic Violence?
(Dutch)

Drs. Nico van Oosten is psychologist and trainer at Movisie. He is already more than 10 years involved at the issue of domestic violence as a project manager, trainer and advisor. He regards and works from a system theoretical point of view and developed a step-by-step plan (pathway) to start from symptoms of a client at application towards questions about domestic violence experiences. In his presentation Nico will examine the backgrounds and dynamics of domestic violence, particularly early experiences with domestic violence, the consequences and the dynamics between partners. At the same time he will sketch the significance of questions about domestic violence during registration of clients to prevent aggression in the institute.

The Effect of a Coercive Admission to the Course of Psychiatric Diseases
(Dutch)

Drs. Marieke van de Ven is co-author of the 'Research report on the Development of a guideline Coercive Admission in the framework of the Law BOPZ in the Netherlands' that was presented to the Dutch Association for Psychiatry (NVvP) and the Ministry of Welfare, Health and Cultural Affairs. She was main researcher of a systematic review on the scientific foundations of the appliance and effects of Coercive Admission. At the same time she was a member of the guideline committee 'Decision Process on Coercion' of the NVvP. In her work as a psychiatrist at the scene of chronic care of 'de Dijk' of 'Mental Health Care Noord-Holland Noord' she is being confronted practically with weighing process and application of coercion in psychiatry.

Effectiveness of Coercive Treatment with Psychopharmaceuticals and E.C.T.
(Dutch)

Dr. P.F.J. Schulte is working as a psychiatrist at outpatients' and day-care clinic 'De Dijk' of 'Mental Health Care Noord-Holland Noord'. He is specialized in diagnostics and treatment of complex/therapy resistant psychotic and mood diseases. He published more than a hundred articles or chapters in books. Schulte is member of the board of the clozapineplus-working party, member of the supervisory board of the lithiumplus-working party and member of the 'guideline-committee bipolar diseases' and 'decision process on the appliance of coercion' of the Dutch Association for Psychiatry.

Psychiatric coercive treatment with psychopharmaceuticals and ECT is controversial. Different ethical principles and possibilities within the Dutch legislation (BOPZ) play an important role in the decision making. For a well considered decision by a doctor and a judge it is necessary to have knowledge on the effect and side effects of these treatments. This lecture presents a review on concerning outcomes of research.

Research on Responding to Violence in Mental Health Settings: The Last Ten Years and the Next Ten (English)

Dr. Richard Whittington is Reader in Health Sciences at the University of Liverpool and an Honorary Research Fellow with the Merseycare NHS Trust in Liverpool. He trained as a mental health nurse in London and worked on the psychiatric intensive care unit at the Maudsley Hospital. He studied at the Institute of Psychiatry and was awarded a PhD by the University of London for a thesis concerned with the causes and consequences of violence in mental health settings. He is a Chartered Forensic Psychologist, an Associate Fellow of the British Psychological Society and chairman of the European Violence in Psychiatry Research Group (EViPRG). He is also a member of the British Society of Criminology and an International Affiliate of the American Psychological Association. He has published widely on psychological and social aspects of violence and self-harm in both institutional and community settings with a particular focus on the relationship between violence and perceptions of coercion amongst service users. Topics include assessment, coercive interventions for managing aggression, traumatic and other responses amongst care staff following assaults, the provision of workplace counselling services and practitioner attitudes to self-harm. He has participated in a number of national and international studies in these areas including the City 128 study of enhanced observation and self-harm, the Liverpool Systematic Review of assessment and interventions for violence and the Self-Harm Antipathy Scale (SHAS) development study. He recently co-edited a book on violence in mental health settings with Dr. Dirk Richter (University of Munster, Germany). In his lecture Richard will illustrate European cultural differences in responding to the problem of health care related violence and briefly mention the incidence of violence in mental health and general health care settings. He will attend to high lights of recent research on assessment, prevention (observation, de-escalation) and therapeutic management (restraint, rapid tranquilisation, seclusion). Furthermore he will illustrate what European networking can mean to build a comprehensive response to the problem and he will look ahead at the next ten years.

'Ever met a Normal Person? How did you like it?' Management of Aggression from a Client Perspective (Dutch)

Toon Vriens is co-ordinator of the Pandora Helpdesk. His co-speaker is an experienced ex service user, who is working for Pandora, an independent Patient Foundation, that works already for 40 years for people with severe mental or psychiatric problems (occurring in the past, present or future). The experiences of these people are the starting point of all Pandora's actions.

The Pandora Foundation provides verbal and written information about the meaning of having mental and/or psychiatric problems. The main objective is also to provide knowledge and information to the general public to challenge prejudice about people with mental and/or psychiatric problems, so their social position and their treatment in community will improve. At the Helpdesk many questions arise concerning attitude and treatment of (in)patients and also about the topics Aggression and Coercion in Mental Health Care. They highlight the patients' perspective on the basis of their own experiences. Toon Vriens will illustrate the main problems in communication between staff and (in)patient. The experienced ex service user will illustrate from his own experience how aggression develops. Why do clients become angry? How do they experience the conduct of service providers, social workers, nurses and other staff in times of crisis? Toon and his co-speaker will give staff something to think about and clues for the practice of Aggression Management.

Conflict and diversity (Dutch)

Prof. Dr. David Pinto gained his doctoral degree (Ph.D) in 1993 in Psychological, Pedagogical- and Sociological Sciences (PPSW) and was nominated in 1998 as a professor in Intercultural Communication at the University of Amsterdam and at the Bar-Ilan University in Israel. He has elaborate managerial experience and is since 1982 director of the Intercultural Institute (ICI) in Amsterdam, an independent expert-centre for (Intercultural) Communication, Organization, Conflict-Knowledge and -Management. Starting point of this Institute is that a more effective communication can take place between people with different backgrounds, as they are better informed about each others codes of behaviour and communication. David wrote several books on this topic.

He was the initiator of the 'naturalization-contracts' in the Netherlands and the concept that migrants are being 'cuddled to death'. He developed a theory on differences between people, that is applicable in a broad sense. In addition to this he developed a method how to cope with social, religious, cultural and individual differences, while retaining everyone's individuality.

In this workshop David will emphasize in an interactive way the meaning and interest of effective communication at cultural differences (diversity) within the framework of Conflict- and Aggression-management.

Parallelsessions A: lectures

1. Aggression at Emergency Departments (Dutch)

Angelique van Gaalen is working since 1986 at the Emergency Department of the Medical Centre Haaglanden, location Westeinde Hospital. Next to her work at this ward she works as an evening and night head nurse. Since 2005 she is also working 2 days a week as a co-ordinator of practice at the Emergency Department. She supports students of the Emergency Department Education and organizes extra training for all nurses at the Emergency Department. In her presentation she will illustrate figures about reporting aggressive behaviour at the Emergency Department. She also will address the causes and consequences of escalations for staff that has been confronted with aggressive behaviour. An important aspect, namely support from the management, will also be illustrated.

2. Management of Crisis in Child- and Youth Psychiatry; Reduction of Time-out (Dutch)

Erik Sentener, HVE Institutional Work, was group leader from 1991 until 2002 at the locked crisis- and observation ward of Accare-division Child- and Youth Psychiatry Drenthe/Overijssel - Location De Ruyterstee in Smilde. From April 2002 until December 2004 he was Internal Crisis Manager at Location De Ruyterstee. Next to this he is ABC-trainer since 2003, from January 2005 until December 2006 ABC-advisor for Location De Ruyterstee and since January 2007 ABC-trainer/advisor for Accare.

At the Accare-location in Smilde an internal crisis-situation often led to a crisis-admission at the locked ward. This admission often involved physical overpowering by group workers. As a result of the increasing need for assistance at internal crisis-situations, the primary function of the locked ward well suffered. Furthermore the question was raised whether aggression in the clinic couldn't be approached in a different way. In 2002 the project 'Internal Crisis Management' started, with the aim to decrease the number of admissions at the locked ward to an acceptable level by using a different approach to aggression. As a result of the spectacular reduction of the amount of crisis-admissions and the cultural change that took place, the existence of the project Internal Crisis Management appeared to be no longer necessary. Therefore the project ended in October 2004.

Parallelsessions B, C and D: workshops

3. Early signs of Aggressive Behaviour of Youth (Dutch)

Drs. Sarah Navon-Hage is working as a researcher at Triversum, Centre for Child- & Youth Psychiatry. She has 5 years of experience in group work in child- and youth-psychiatry and researches at the moment 'coping with aggressive behaviour of youth in psychiatry'. In collaboration with the lectorate 'Best Practices in the Mental Health Care of Nursing' of the Academy INHOLLAND and Triversum she is working on the development of a guideline to preventative coping with aggression, mainly aiming at early signals. Within Triversum the use of early signals is an important method in decreasing the number of separations in the framework of the national Coercion and Pressure Project.

In this workshop Sarah will discuss with the participants the early signs of aggression in youth. She will illustrate some signals children and youngsters show before aggressive behaviour occurs. The necessary skills of the group or social workers will be discussed and how they can talk to the youngster about his/her aggressive behaviour. Finally preventive actions will be illustrated to prevent aggressive behaviour. This workshop will be offered once.

4. Is Breakaway Training Effective? (English)

Peter Ghroum. MSc. PgCed. Dip.PP. LPE. RMN is Lecturer Practitioner in Forensic Mental Health Nursing at Bro Morgannwg NHS Trust (Caswell Clinic) & University of Glamorgan. His clinical duties include being a senior nurse in South Wales Forensic Services, interest are in actuarial Assessment, developing women's' mental health services, assessing people with Personality disorders as well as teaching the physical skills in managing Violence & Aggression

in the clinical area. His educational duties include teaching pre & post registered mental health nursing students up to MSc level and teaching Mental health issues/ law to the South Wales Police Service.

John Allen LLB (Hons) Cert. Ed. RMN is a Senior Lecturer in Mental Health Nursing at the University of Glamorgan. His educational duties include teaching pre & post registered mental health nursing students, managing the Universities Child & Adolescent mental health nursing modules, teaching Mental health issues/ law to the South Wales Police Service, as well as taking the university lead in teaching pre registered students in de-escalation and breakaway techniques. Violence to mental health staff is a major problem in the UK. Breakaway training may improve knowledge, attitudes and stress. However, it is unknown if breakaway training is effective in clinical environments. In this workshop John and Peter will illustrate their audit on the effectiveness of breakaway training in a sample of clinically based mental health nurses in a medium secure forensic mental health unit. The audit used a cross sectional design with an opportunistic sample of 47 clinically based mental health nursing staff in a forensic medium secure unit. Participants had previously been trained in breakaway techniques. They were approached by the audit team on the ward and randomly selected one of five possible life-threatening assaults that they then had to breakaway from. Measures were blind ratings by breakaway trainers as to the participant's correct use of technique and time. Where participants were unable to breakaway after 10 seconds the scenario was stopped. Descriptive analysis of the sample and inter-rater agreement of breakaway trainers' ratings were conducted. In this workshop John and Peter will present some results. This workshop will be offered twice.

5. Developments and Pitfalls in the Application of Physical Technique (Dutch/English)

Sander Huijding, MSc. is a Nurse and got his MSc. in Care Management. At the moment he is working as a manager at a ward for mentally disabled people with an additional psychiatric disease and used to work as a Care-Coordinator in one of the acute wards of Psychomedisch Centrum Parnassia in The Hague (Psychiatry). Next to this he was a trainer in the management of Aggression within his institute for a long period. Sander is also a State-approved Judo and Jiu-Jitsu teacher and teaches this weekly.

Hans Fleury, MSc., is director of CONNECTING, also trainer and tutor and member of the informal platform ENTMA. He has a long-standing experience as a Psychiatric and Community Nurse at different acute and high security wards in psychiatry and at crisis departments. Besides he is a Gestalt-psychotherapist and has a background in Aikido. Hans was educated more than 15 years ago as a trainer in Control & Restraint and has been searching since then for developments in the field of the management of Aggression, among which method- and attitude-development and innovation like development and innovation in physical technique that does justice to the perspective of Care, brings the least damage to the working relation and contains contact and communication with the patient. In this workshop some possible innovations in technique will be demonstrated and it is possible to ask questions, demonstrate and/or try (new) techniques and new insights or experienced problems. Everyone's contribution is welcome. This workshop will be offered twice.

6. Methods; from Training towards Practice (Dutch)

Bert Eggens, ABC trainer, HVE-Nursing, is working as a group leader at Accare (child-and youth psychiatry) at diverse wards. From 2000 until now he is trainer in the management of aggression and at the same time from 2002 until 2007 Community Nurse within forensic youth psychiatry.

Sandra Gijmink, ABC trainer, HVE-Nursing, is working as a nurse within adult psychiatry and as a group leader in child-and youth psychiatry. From 2000 until now she is trainer in the management of aggression and she was also from 2002 until 2007 Community Nurse within forensic youth psychiatry. **Miriam van der Veen**, ABC trainer, HVE-Nursing, is working as a group leader at Accare (child-and youth psychiatry) at diverse wards. From 1997 until now she is trainer in the management of aggression and from 2002 until 2006 she was also working at the Area Health Authority as a nurse of youth.

This workshop will illustrate which methods contribute to a proper transfer from training in the management of aggression to daily practice. It is meant for trainers in the management of aggression and others who give training in their practice, aimed at the regulation of tension. Different methods will be exchanged and experience is at the centre. Interactive methods will be illustrated to discuss in what way this contributes to an integration of theory and practice. Next to this an active contribution is asked from the attendants in exchanging diverse methods in use at training courses. This workshop will be offered twice.

7. Para Suicide and Selfharming Behaviour (Dutch)

Marcia Kroes is trainer and information officer SoSe / National Foundation Self-harm. She is an experienced ex service user, professionally educated as a trainer in the field of self-harm. In 1997 she started a support group Self-harm, nowadays the National Foundation Self-harm (LSZ). Next to her work for the LSZ, she has her own project bureau SoSe from which she works on projects in the field of Mental Health Care.

In this workshop the next themes will be covered:

- What is Para Suicide / self-harm and what isn't?
- Backgrounds and causes of self-harming behaviour
- Practical tools and tip-offs to manage it

The emphasis will be on practice. Marcia will work with regard to practical examples and case-studies and contributions of the group of participants. This workshop will be offered twice.

8. Trainers market

Like last year, this year again there will be room for networking with colleague-trainers from the Netherlands or from abroad on the different ways and styles the training in the Management of Aggression is being developed and implemented in one's own Institute. Experiences, wishes, ideas and perceptions can be exchanged with colleague-trainers in related or other fields of Mental Health and Education and with specialists in different fields and on diverse topics. This trainers-market will take place once.

Stands

Emergency Respons Belt
BVC SOAS-R IGCN

Ton Kuiper & Herman Baten (mon/tue)
Erik van Viegen & Ben de Kraker (mon)