1.0 PMDB STORYBOARDS: INTRODUCTION

OST = Onscreen text (Bolded)
IT = Instruction text
KC = Knowledge check
VO = Voice over
CC = Closed caption

**OST**

**Organizational Affiliation**

Please select the name of your organization.
Air Force
Army
Navy
VA
Other Federal

**User Preferences**

Would you prefer to use only keyboard commands throughout the training (no mouse usage required)? See Help for keyboard

**Script / Interaction / Notes**

User chooses Organization and selects preferences.

**Keyboard command choice:**

Multiple choice interactions will be served up in place of drag/drops. Keyboard shortcuts provided for all other mouse actions. When Help is opened, the first information onscreen will be the keyboard shortcuts.

**Screen reader choice:**

Choosing “Yes” triggers HTML

Screen mockup may not contain final content.
<table>
<thead>
<tr>
<th>shortcuts.</th>
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<tbody>
<tr>
<td>Yes</td>
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<tr>
<th>Would you prefer to access the content for use with a screen reader?</th>
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<td>Yes</td>
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<tr>
<th>Would you prefer to see closed captioning anytime audio occurs?</th>
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<tbody>
<tr>
<td>Yes</td>
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page (separate window), containing relevant intro material and content (final assessment is based on this). Closing the HTML page takes user back to the LMS.

**Closed captioning choice:**
Closed captioning will automatically appear anytime there is either video or narration. Option to toggle it on and off remains for all other users.
This training program has two parts - a web-based course and a hands-on practicum.

**Web-based Course**

This course provides practice in turning negative, potentially disruptive situations involving impromptu violence, into positive ones. Contact your facility threat assessment team if you are interested in learning to prevent intended violence.

Click **Next** to learn about the hands-on practicum.

User clicks **Next** to continue.
Hands-on Practicum

Contact your training supervisor to arrange for this portion of the PMDB Training Program. The practicum covers safety skills for yourself, and containment techniques for a 3-person team.

Personal Safety Skills

Learn escape techniques to avoid immediate danger and afford time to devise a proper response. Remember: PMDB is designed to maximize the safety of patients and staff.

Three-Person Therapeutic Containment

Learn to be part of a team able to physically contain a disruptive or violent individual with the least amount of harm to everyone involved. Click Next to continue.
Learn to be part of a team able to physically contain a disruptive or violent individual with the least amount of harm to everyone involved.

IT: Click Next to continue.
**Diversity in the Workplace**

Our workplaces reflect our communities – we serve a wide range of patients and we ourselves come from diverse backgrounds. In dealing with each other, be aware that cultural values influence the way each one of us behaves. For example, they impact attire, hair, body language, and ways that respect is expressed. Sensitivity to these differences will promote a workplace at lower risk for disruptive behavior and contribute greatly to the environment of care.

Click **Next** for stories from your co-workers about the value of PMDB training.

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**OST**

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**Script / Interaction / Notes**

*Photo montage to be created by EES during May shoot.*

User clicks **Next** to continue.
Many of your co-workers have used techniques they learned in the PMDB Training Program to de-escalate potentially disruptive situations.

IT: Click each photo to hear stories from your co-workers. Click Next to continue.

Photo #1 (Social worker):
CC text:
I was interviewing a patient in my office and he suddenly grabbed my arm. I used the wrist release and then I told him “Sit down!” with a “stern mother’s voice” - surprised us both and it worked! I don’t know how I would have handled it without this training.
Photo #2 (facility police officer):
CC text:
Several months ago we had an incident at the front entrance. An intoxicated man came into the facility and grabbed one of the nurses. She had taken a PMDB class and knew how to get out of his grab. And then she started right away to get some rapport going with him, and found out what his issues were. After I arrested him, I found he had a knife. I was really impressed with how well we worked together. I think everyone should take this course.

Photo #3 (nurse’s aide):
CC text:
A while back I took the PMDB course with a bunch of other people. It was great. Then, a couple of months ago, a patient grabbed me hard when I was going to the ER. I was able to get out of his grab. An officer was there and intervened while I called the response team. I was also able to help the patient get the right help and he always apologizes when we see him in the clinic now.

IT: Click Next to continue.
To get credit for this course, you must complete each module and pass a final assessment. Once you complete this introductory module, the course menu will list all modules except for the Final Assessment. Rollover each module name for a description.

- **Module 1: Introduction**  
  Rollover: Orientation to this course.

- **Module 2: Tutorials**  
  Rollover: Short lessons that include interactive knowledge checks of the facts and concepts presented.

- **Module 3: Practice - Identifying Factors**  
  Rollover: Exercises, including knowledge checks, based on stories and scenarios from your daily work environment.

Upon rollover of onscreen items, description or more information appears. Disappears when mouse moves.
• Module 4: Practice - Analyzing Stress Levels
Rollover: Exercises, including knowledge checks, based on stories and scenarios from your daily work environment.

• Module 5: Practice - Responding On-the-Job
Rollover: Exercises, including knowledge checks, based on stories and scenarios from your daily work environment.

• Module 6: Game - SimIntake
Rollover: SimIntake is a time-limited simulation game that provides some extra practice. You are the staff person in charge of Intake for patients arriving at your medical clinic reception counter.

• Module 7: Final Assessment
Rollover: the Final Assessment is a multiple-choice test. You will be able to review your answers prior to submitting the score to the LMS.

Rollover for details:
• New to PMDB?

Rollover: If this is your first time taking PMDB training, you might find it best to begin with the Tutorials module.

• Experienced with PMDB?

Rollover: If you are more experienced with PMDB, you might want to begin with a Practice module. You can always access the Tutorials to check on a term or get a little more background information.

Insert screenshot of photo/story in Analyzing Stress Levels, with circle around the Tutorial tab.

• CEUs and Accreditation:

Rollover: A module will register as complete once the knowledge checks are done. When all modules are completed, you can take the Final Assessment.

The Final Assessment may be used to qualify you for continuing education credits or accreditation. You will be given the chance to review your answers before you submit them for scoring, and before the score is sent to the LMS for tracking, you will be able to compare your score to what is required for
passing, and decide whether you wish to try again.

IT: Click Help whenever you want to review or print this information. Click Next to continue.