

Dealing with Difficult Patients (2 Hrs)

Course Description: This course is designed to identify proper ways to deal with difficult patients and ways to neutralize difficult situations with difficult people. The course will address ways to keep safety for both patients and staff and prevent workplace violence. The course will address how to identify and avoid the “hot buttons” that threaten the entire environment.

Course Date: 09/28/24

Domain: Practice Management

Classification: Basic

Speaker: Lynn Eric Lawrence

Objectives:

1. Current Issues impacting social behavior
2. Different types of people
3. Learn how to identify proper and improper encounters
4. Understanding the danger of “hot buttons and bad situation”
5. To identify ways to diffuse difficult situations
6. What Are Hot buttons
7. De-escalating the Situation
8. Workplace Violence 2012
9. Managing expectations
10. Identifying the need to document threatening encounters/incident reports
11. Leadership roles in resolution
12. Rules of engagement
13. Medical Conditions impacting patient behaviors
14. Situational response
15. Practice scenarios
16. Physical actions
17. Be positive
18. Be ready to engage

Outline:

1. Current Issues (1 min)
 - Social issues
 - Pandemic
2. Different types of people (5 min)
 - Know-it-alls
 - Ego maniacs
 - Passive people
 - Rejection sensitive – hair trigger
 - Bullies
 - Large and in-charge

- Grippers
- Problem causers
- Problem solvers

3. Identifying proper/improper solutions (4 Min)

- Body language
- Tone of voice
- Voice volume
- Eye size
- Behavioral changes
- Crying
- Disrespect

4. Learn how to identify proper and improper patient encounters (10 min)

- Office leadership directed solutions
- Regular Staff training
- Patient relations

5. Understand the danger of “hot buttons” and bad situations (15 min)

- Facial Expressions
- Subjects
- Attitudes
- Language, tone, and use of words, choose your words wisely
- Location (not in the primary waiting area)
- Humor is rarely welcomed during a difficult situation

6. To identify ways to diffuse difficult situations (15min)

- Training
- Come to work ready to work mentally
- NEVER allow yourself to be cornered, without an exit, you get the door
- Staff back-up is critical
- Use CRS... Courtesy Respect and Sensitivity
- Listening the repeating at every phase
- Offer options that are within companies’ policies, let them accept or refuse
- No kitchen sink discussions, one problem at a time
- Take notes, write it all down
- Thank the patient for identifying the issue
- Be prepared to call 911

7. Identifying the need to document threatening encounters (10min)

- The patient is not always correct
- Document and be ready to complete an “incident report”
- Leadership involvement is critical as soon as the situation becomes uncomfortable

- Reserve the right to refuse service/disengage patient from the patient in EMR
- Take every threat seriously, notify the local authorities

8. Leadership roles in resolution (10 min)

- Lack of leadership
- Protection of patients and staff
- Visibility and power

9. Rules of engagement (17 min)

- Avoid difficult situations
 - Proper training
 - Patient is not always right
- Don't be a target
- Things are not as bad as they seem
- Workplace Violence Training
- Don't wish the problem away
- Who is in-charge
- Perspective really matters
- Incident reporting

10. Medical Conditions (3 min)

- Multiple Sclerosis
- Diabetes
- Anxiety
- Depression

11. Situational Responses (2 min)

- Look at each scenario perspective
- Get info from all involved
- Review office policies
- Finish on a positive

12. Practice Scenarios (7 min)

- Educate staff on proper response
- What could we do better?
- What did you do well?
- Who to call?
- When to document incidents
- When to elevate a situation

13. Physical Actions (3 min)

- When to dial 911
- Do not risk harm to other patients or staff
- If a threat is communicated, document the incident and record everyone in ear shot

14. Be positive (5 min)

- Look for an opportunity to learn
- Opportunity to educate staff
- No deception

14. Be ready to engage (5 min)

- Crafting solutions
- Give options
- Prevent personal stress levels to elevate
- Pearls
- Resolve