

A white wall with a grid of circular holes, each containing a colorful disc. The discs are in various colors including red, yellow, blue, green, and orange, creating a vibrant, patterned effect. The wall is made of a material that looks like wood or plastic, and the holes are arranged in a regular grid pattern.

Patience with Patients

DE-ESCALATION TECHNIQUES

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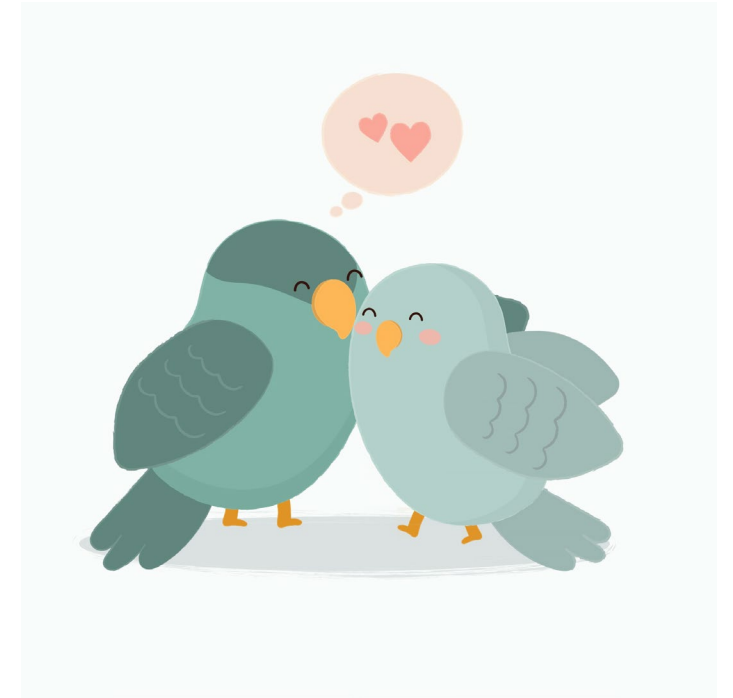


Ice Breaker!

What comes to mind when
we say the word...



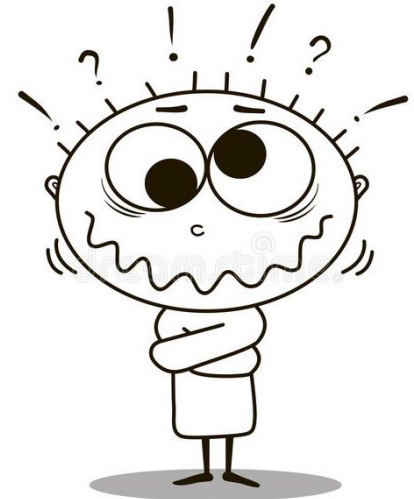
Chicken?



Date?



Trust



Crazy

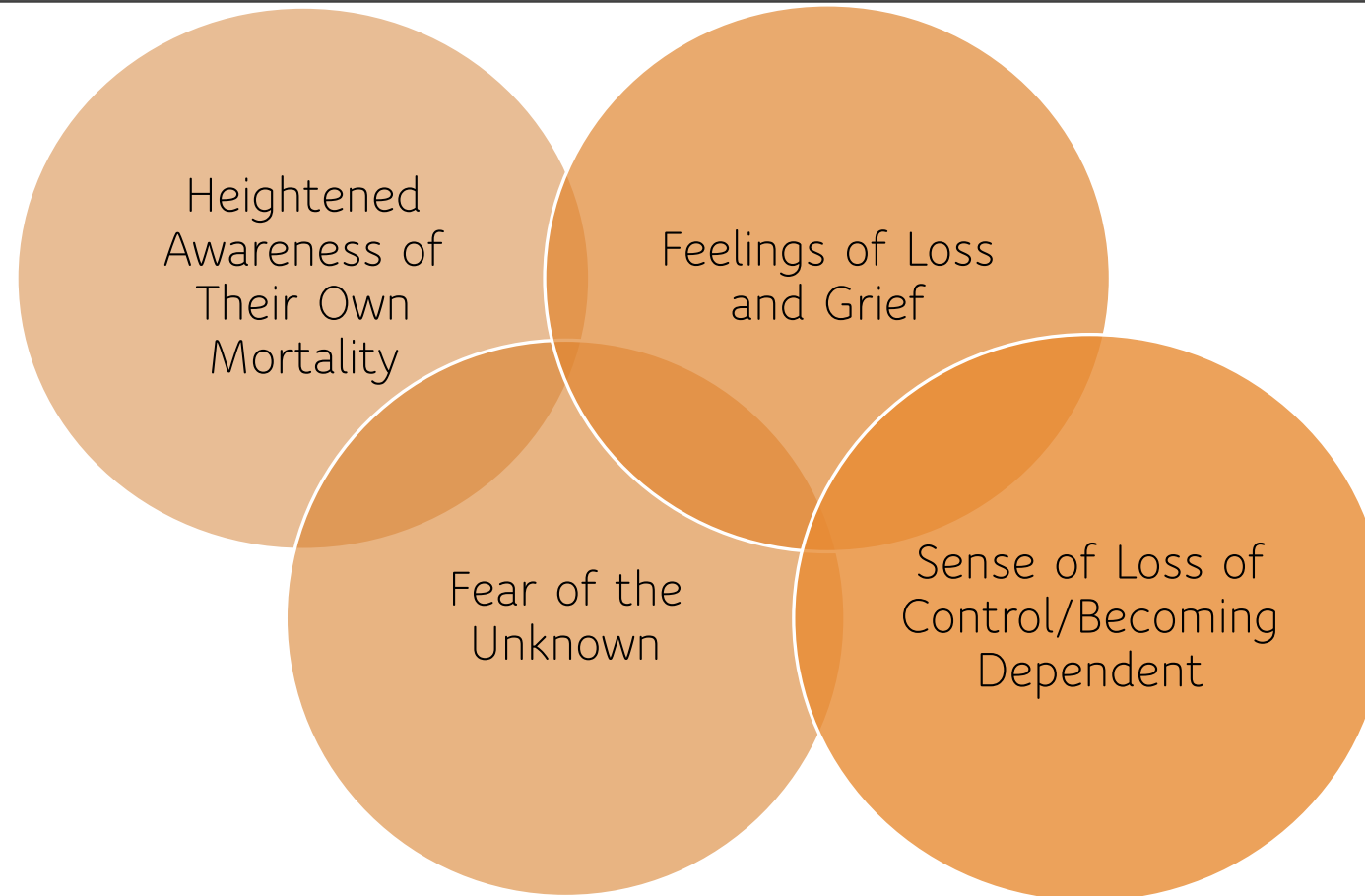


Empathy Perspective

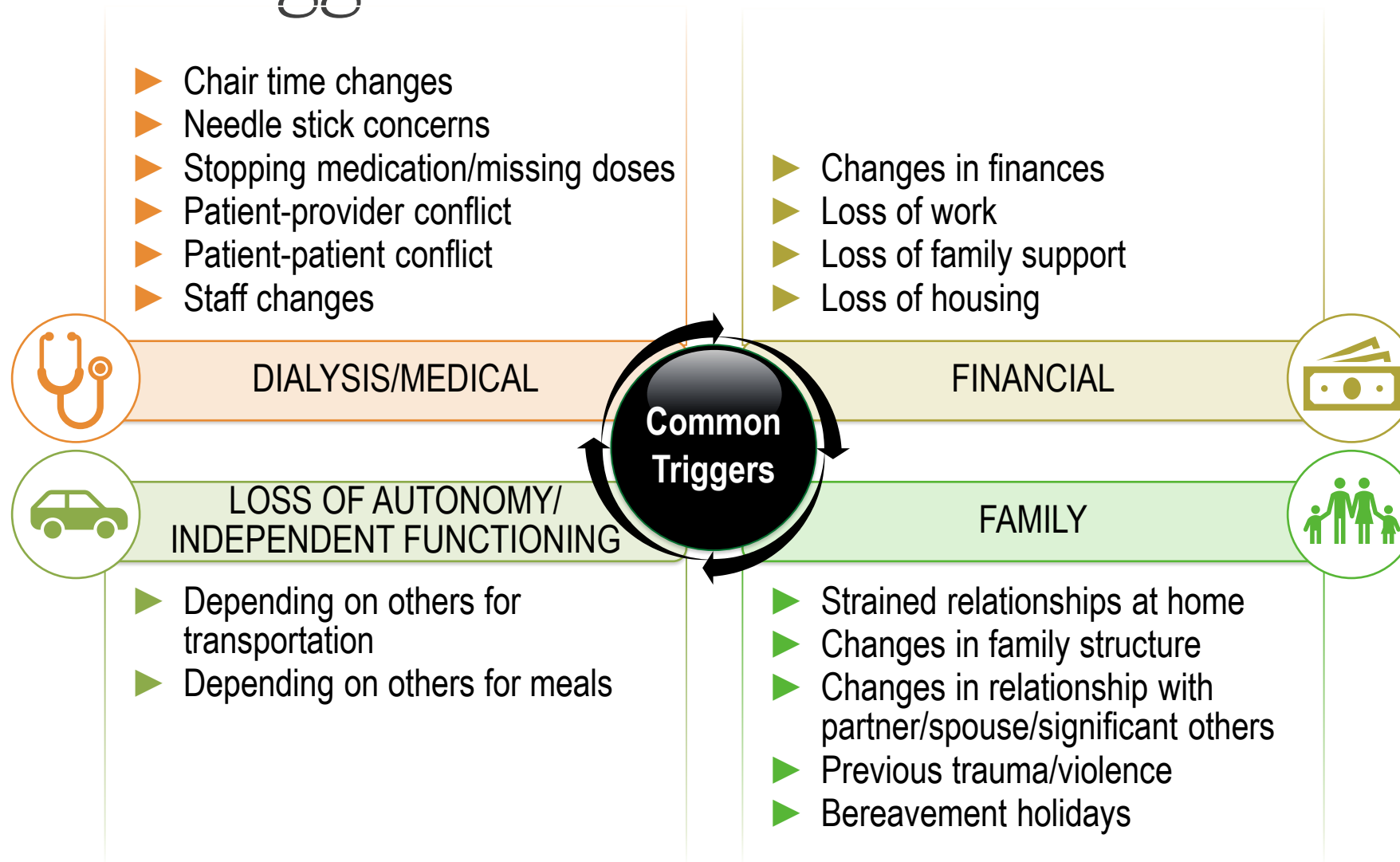




Psychosocial Challenges



Common Triggers





What is Disruptive Behavior?

Verbal or Written Abuse

- Use of words, written or spoken, that demean, insult, belittle or degrade a person.

Verbal or Written Threat

- Use of words, written or spoken, expressing intent to harm, abuse, or commit violence toward a person or the facility.

Physical Threat

- Gestures or actions expressing intent to harm, abuse or commit violence toward a person or the facility.

Physical Harm

- Any injury or attack upon a person or the facility.

Property damage/theft

- Theft or damage to property on premises of the dialysis facility.



Common Expressions of Frustration

Demanding

Manipulative

Angry

Withdrawal

Defensive

Irritability

Frightened

Non-adherence



Building Trust





The Value of Trust

Creates safety

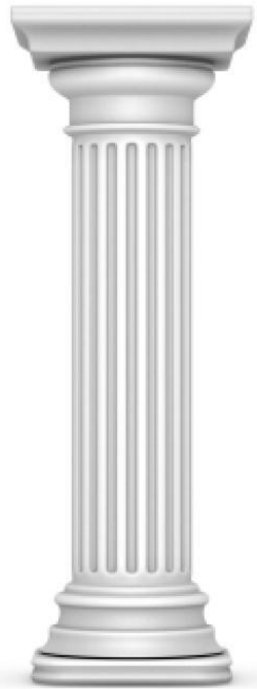
Promotes self-confidence

Reduces stress

Increases feelings of optimism



Pillars of Trust



Clarity

Compassion

Character

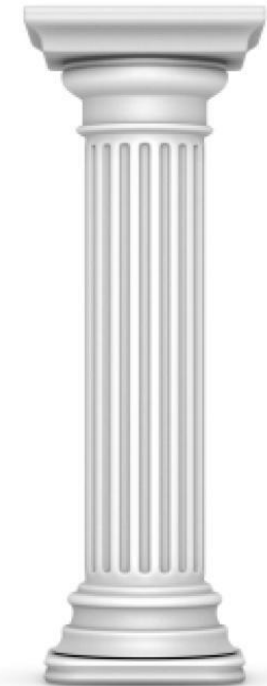
Competency

Commitment

Connection

Contribution

Consistency





Managing Conflict

Foundational Principles



Conflict
Management



Maintain
Professional
Boundaries



Use clear
communication

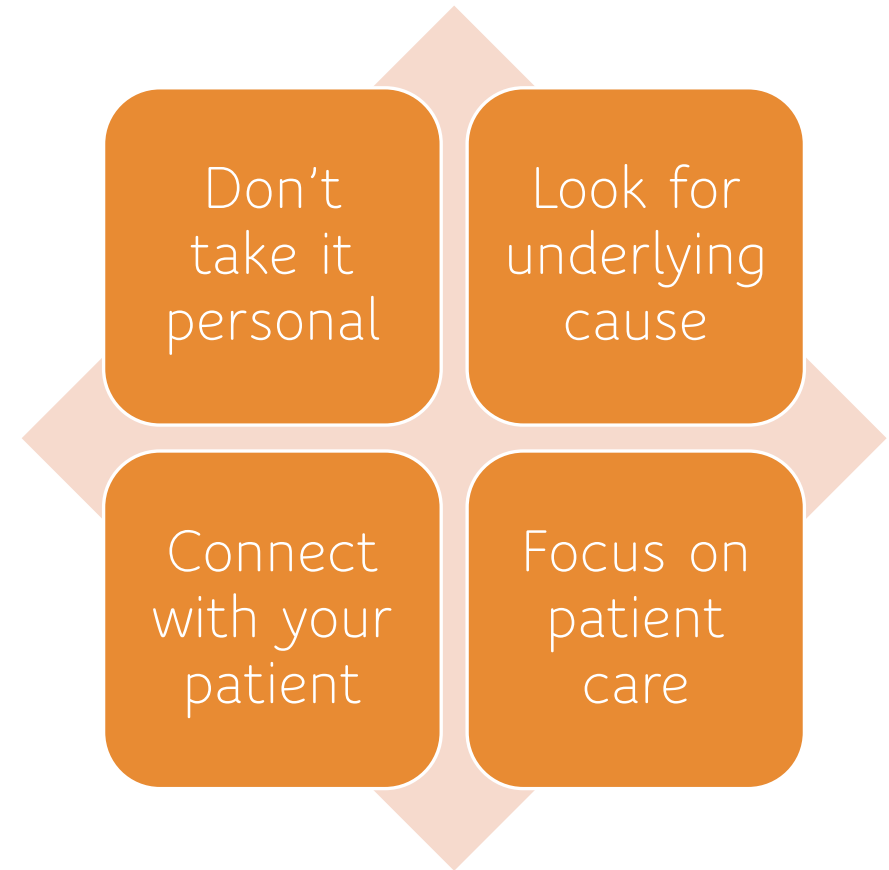


Avoid oversharing
of personal
information



Things to Consider

Have you heard the term Shared Decision Making?



Benefits of Shared Decision Making

Develop relationships

Engage the patient

Moves at the pace of the patient

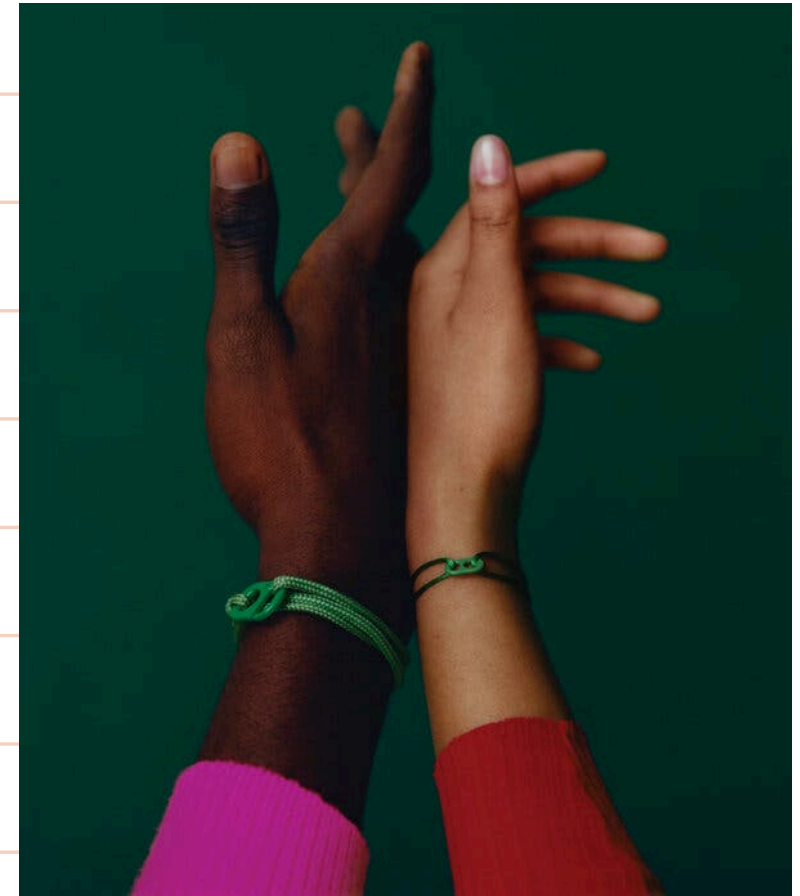
Promotes health literacy

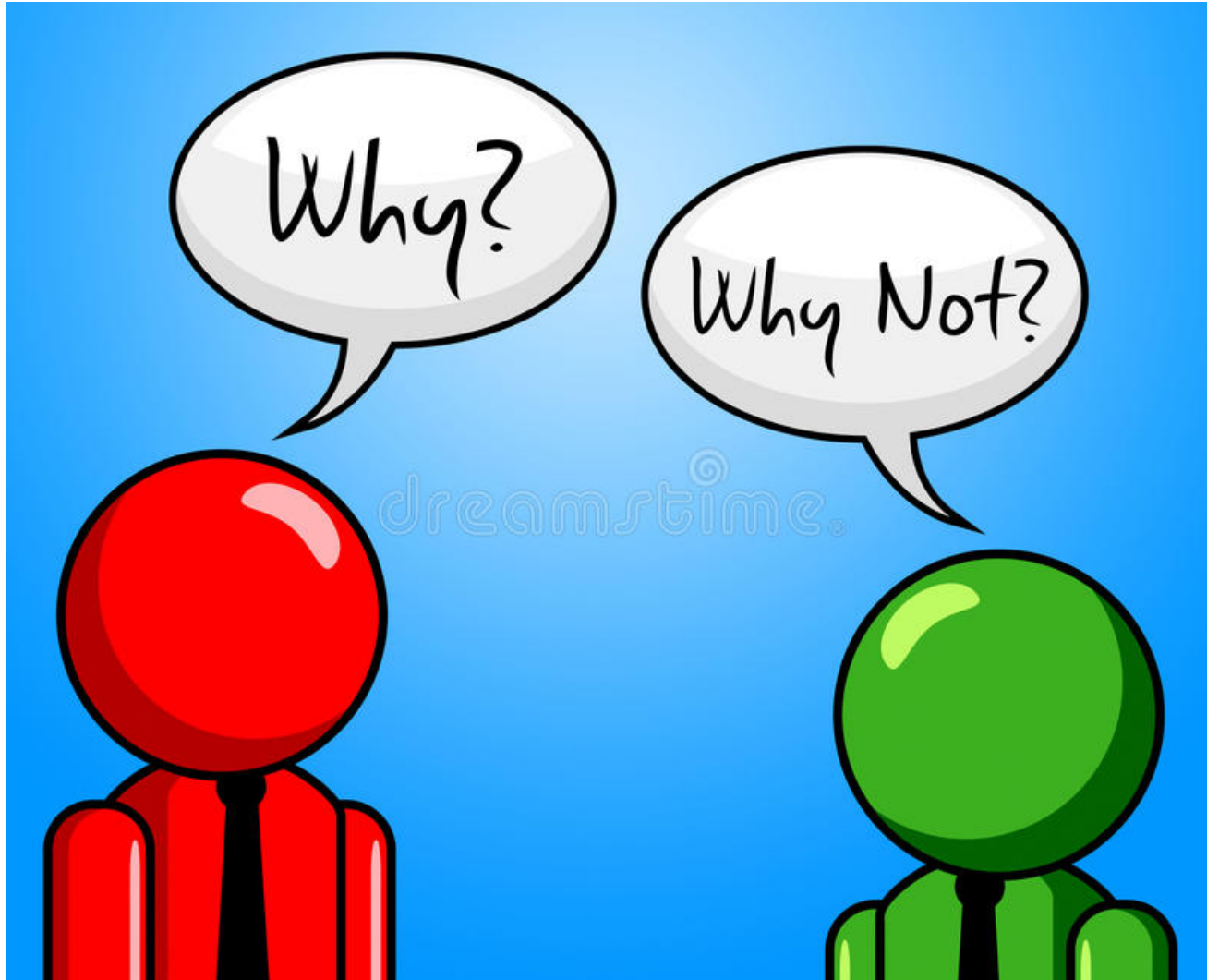
Builds advocacy

Patient-Provider satisfaction

Improved communication

Improved outcomes





Consider the
other
person's
point of view



Let's Put it in
Practice



Simple Tips to Reduce Frustration

- Slow down
- Explain next steps
- Ask for feedback
- Determine what the patient understands
- Help the patient know what questions to ask
- Allow autonomy
- Provide nonjudgmental listening



More Simple Tips

Sit at the same level as the patient

Communicate with the interdisciplinary team any health literacy concerns

Explain the goal of your visit to the patient

Make eye contact and use clear body language

Use teach back techniques

Assess the patient's education level

Use simple, direct wording

Always offer material in the patient's primary language

Rephrase statements



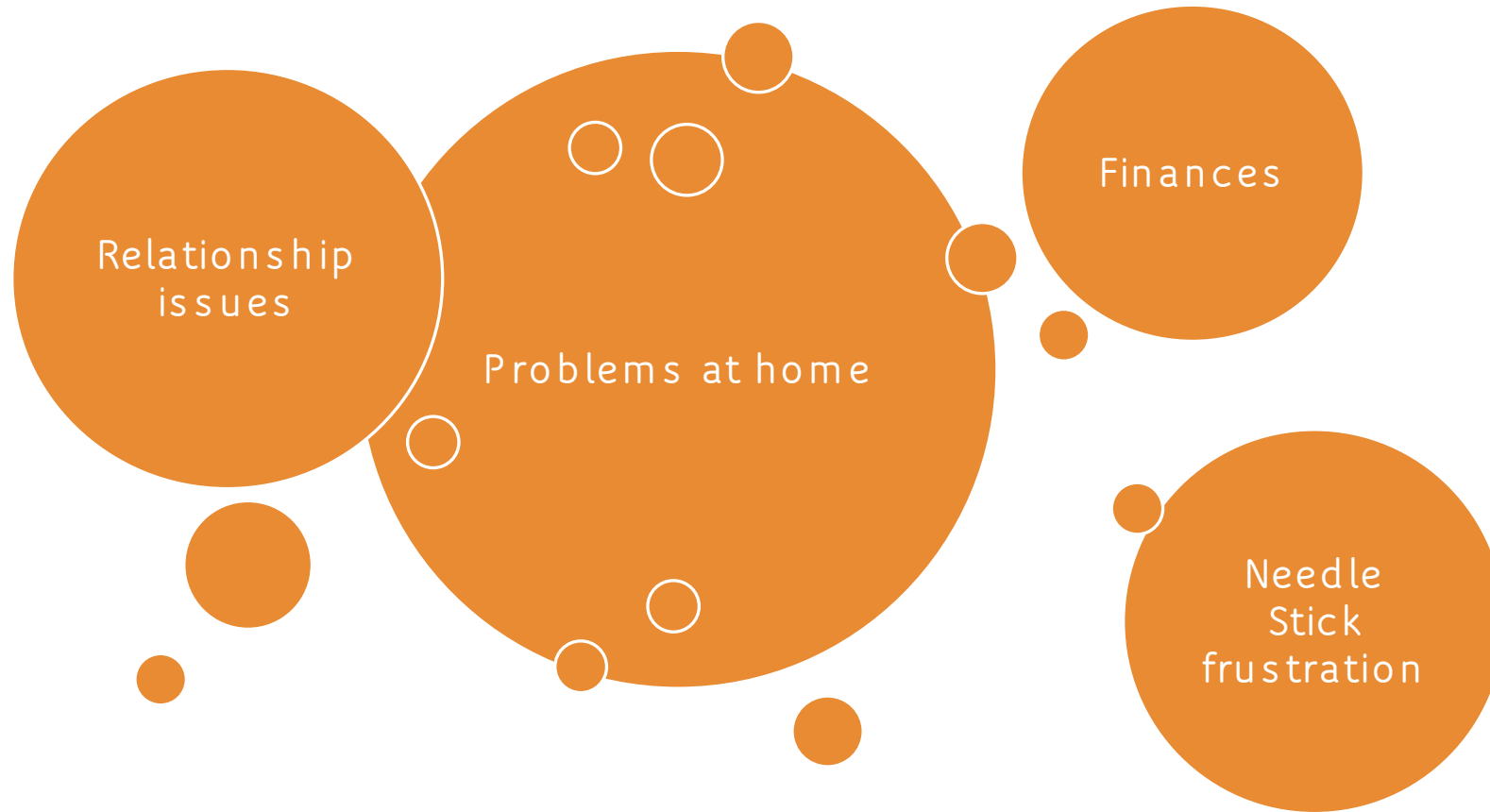
Managing crisis in the dialysis setting



Role Play Time!



Role Play Time!





What worked? What didn't work?

Show Some Empathy



thank you