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

- Heightened Awareness of Their Own Mortality
- Fear of the Unknown
- Feelings of Loss and Grief
- Sense of Loss of Control/Becoming Dependent
Common Triggers

- Chair time changes
- Needle stick concerns
- Stopping medication/missing doses
- Patient-provider conflict
- Patient-patient conflict
- Staff changes

- Changes in finances
- Loss of work
- Loss of family support
- Loss of housing

DIALYSIS/MEDICAL

- Depending on others for transportation
- Depending on others for meals

FAMILY

LOSS OF AUTONOMY/INDEPENDENT FUNCTIONING

- Strained relationships at home
- Changes in family structure
- Changes in relationship with partner/spouse/significant others
- Previous trauma/violence
- Bereavement holidays

FINANCIAL
What is Disruptive Behavior?

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verbal or Written Abuse</td>
<td>Use of words, written or spoken, that demean, insult, belittle or degrade a person.</td>
</tr>
<tr>
<td>Verbal or Written Threat</td>
<td>Use of words, written or spoken, expressing intent to harm, abuse, or commit violence toward a person or the facility.</td>
</tr>
<tr>
<td>Physical Threat</td>
<td>Gestures or actions expressing intent to harm, abuse or commit violence toward a person or the facility.</td>
</tr>
<tr>
<td>Physical Harm</td>
<td>Any injury or attack upon a person or the facility.</td>
</tr>
<tr>
<td>Property damage/theft</td>
<td>Theft or damage to property on premises of the dialysis facility.</td>
</tr>
</tbody>
</table>
## Common Expressions of Frustration

<table>
<thead>
<tr>
<th>Demanding</th>
<th>Manipulative</th>
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</thead>
<tbody>
<tr>
<td>Angry</td>
<td>Withdrawal</td>
</tr>
<tr>
<td>Defensive</td>
<td>Irritability</td>
</tr>
<tr>
<td>Frightened</td>
<td>Non-adherence</td>
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</tbody>
</table>
Building Trust

- Reliability
- Sincerity
- Integrity
- Consistency
- Commitment
- Competence
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?

- Don’t take it personal
- Look for underlying cause
- Connect with your patient
- Focus on patient care
## 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

1. Slow down
2. Explain next steps
3. Ask for feedback
4. Determine what the patient understands
5. Help the patient know what questions to ask
6. Allow autonomy
7. Provide nonjudgmental listening
<table>
<thead>
<tr>
<th>More Simple Tips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sit at the same level as the patient</td>
</tr>
<tr>
<td>Make eye contact and use clear body language</td>
</tr>
<tr>
<td>Use simple, direct wording</td>
</tr>
<tr>
<td>Communicate with the interdisciplinary team any health literacy concerns</td>
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<tr>
<td>Use teach back techniques</td>
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<tr>
<td>Always offer material in the patient’s primary language</td>
</tr>
<tr>
<td>Explain the goal of your visit to the patient</td>
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<tr>
<td>Assess the patient’s education level</td>
</tr>
<tr>
<td>Rephrase statements</td>
</tr>
</tbody>
</table>
Managing crisis in the dialysis setting

- Create a calm environment
- Keep your voice calm
- Be nonjudgmental
- Listen
- Offer options
- Express support and concern
- Don’t try to argue or reason
- Give space
Role Play Time!
Role Play Time!

Problems at home

- Relationship issues
- Finances
- Needle Stick frustration
What worked? What didn’t work?
Show Some Empathy

They saw "something" on her mammogram.
thank you