

## OUTLINE

### Lowering Risk for Dangerousness in Patient Encounters

- Priority is Safety
  - Understanding Risk for Dangerousness
  - Mechanisms for Coping
  - Strategies to Deal with the Angry Patient

### Healthcare Goals

- Treatment Focused
- Do No Harm
- Clear Boundaries

### Evaluating the Patient

- Ask the Right Questions
- Understand Patient's Motivation
- Motivational Interviewing: Asking, Listen, Inform
- Engage Patients in Focused Communication
- Listen with Empathy
- Empower the Patient

### Interpersonal Effectiveness Skills

- Self-Awareness
- What Type of Communicator Are You?
- Reciprocal Communication Strategies
- Clinician Self-Care

### Engage Patients in Focused Communication

- Understand Patient's Level of Communication
- Support the Patient's Goals
- Multi-Disciplinary Intervention

### Treatment Team Concept

- Navigating Difficult Dynamics
- Mediation & Leadership Roles
- Engage Families Constructively

### Understanding Challenging Symptoms

- The Mentally Ill Patient
- Know your Limits
- Understand Chronic & Severe Mental Illness

### Severe Mental Illness

- Schizophrenia/Schizoaffective Disorders
- Substance-Induced Psychosis
- Bipolar Disorder
- Major Depression
- Anxiety Disorder
- Obsessive-Compulsive Disorder
- Antisocial Personality Disorder
- Borderline Personality Disorder

### Disorders with Unique Risk

- Developmental Disabilities
- Delirium
- Dementia
- Substance Abuse
- Special Considerations for Violent Patients

### Acute Crisis

- Sexual Assault
- Domestic Violence
- Suicidal Ideation & Risk

## OBJECTIVES

1. Determine criteria for high-risk behavior.
2. Apply interpersonal effectiveness skills to patient evaluation.
3. Analyze effective strategies to de-escalate dangerous behavior.
4. Assess for the symptoms of major mental illness that interfere with treatment.
5. Evaluate the effectiveness of your communication skills to de-escalate aggressive behavior.
6. Compare approaches to various high-risk patient profiles.

Questions? Call customer service at **800-844-8260**

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# Managing Challenging Patient Behaviors

101 De-escalation Strategies for Healthcare Professionals

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**Portland, OR**

Friday  
November 8, 2019

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**Target Audience:** Nurses • Nurse Practitioners • Nurse Educators • Clinical Nurse Specialists  
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Physical Therapists • Risk Managers

# Managing Challenging Patient Behaviors

101 De-escalation Strategies for Healthcare Professionals

Featuring Expert and National Speaker, Catherine Mortiere, PhD



- High Risk Patient Behaviors
- Substance Abuse & ETOH
- De-Escalating Anger & Aggression
- Understanding Manipulative Behavior
- Violent Patients
- Identify Major Mental Illness
- Suicidal Ideation

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# Managing Challenging Patient Behaviors

101 De-escalation Strategies for Healthcare Professionals

In today's healthcare environment, professionals are challenged to do more with less. Reduced staffing and increased (at times the seemingly unrealistic) demands from patients, family members and other visitors can all contribute to burnout. Adding to the complicating factors, you are continually expected to achieve optimal patient outcomes, ensure safety and quality goals, and strive for even higher levels on satisfaction scores.

In this interactive seminar, expert clinician, Catherine Mortiere, PhD, will provide you with practical tips and tools that you can use immediately when faced with challenging patient and family behaviors. This program includes practical strategies to help you cope with difficult situations like aggression, dementia and attention seeking behaviors while maintaining patient and staff safety. The day will be filled with opportunities to apply many of these strategies through real patient situations, case studies and interactive discussions. Don't miss this chance to learn techniques you can implement successfully with your most difficult patients.

## SPEAKER

**Catherine Mortiere, PhD**, is a forensic and clinical psychologist who works as an expert for New York State in the areas of dangerousness and risk analysis in forensic populations, as well as the treatment and evaluation of sexually violent predators. Forensics is second nature to Dr. Mortiere, having been a police officer and sergeant for the Detroit Police Department for 11 years. Her experience with psychiatric patients has covered a broad spectrum, including individual, group and team-based treatment for borderline and anti-social personality, psychopathy, trauma/disaster, dual diagnosis and substance/chemical abuse.

Dr. Mortiere works in a maximum security facility for the criminally insane, where the majority of her patients have been adjudicated as not guilty by reason of insanity. In addition, she has a successful clinical private practice in which she treats a variety of disorders including depression, anxiety, and specializes in treatment of sexual abuse, lesbian, gay, bisexual and transgendered patients.

Additionally, Dr. Mortiere is a clinical supervisor in the College of Medicine, Department of Psychiatry of New York University. She recently published a textbook called *Violence Against Women*, which is the leading authority in the field of intimate partner violence. Dr. Mortiere also provides volunteer psychiatric services in her private practice, as well as previously to victims and volunteers of the Haitian earthquake disaster and Ground Zero.

### Speaker Disclosures:

Financial: Catherine Mortiere maintains a private practice. She receives a speaking honorarium from PESI, Inc.

Non-financial: Catherine Mortiere has no relevant nonfinancial relationship to disclose.

**Cancellation Policy:** If you contact us before the event date, you can exchange for a DVD or CD/digital manual package on the subject (self-study continuing education credit may be available), a certificate to attend another seminar, or receive a tuition refund less a \$30 cancel fee. Substitutions are permitted at any time.

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**8:00** Program begins

**11:50-1:00** Lunch (*on your own*)

**4:00** Program ends

*There will be two 15-min breaks (mid-morning & mid-afternoon).*

*Actual lunch and break start times are at the discretion of the speaker.*

*A more detailed schedule is available upon request.*



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Materials that are included in this course may include interventions and modalities that are beyond the authorized practice of mental health professionals. As a licensed professional, you are responsible for reviewing the scope of practice, including activities that are defined in law as beyond the boundaries of practice in accordance with and in compliance with your profession's standards.

PESI, Inc. offers continuing education programs and products under the brand names PESI, PESI Healthcare, PESI Rehab and Psychotherapy Networker.

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**Physical Therapists & Physical Therapist Assistants:** This activity consists of 6.25 clock hours of instruction that is applicable for physical therapists. CE requirements for physical therapists vary per state/jurisdiction. Please retain the certificate of completion that you receive and use as proof of completion when required.

**Hawaii Physical Therapists & Physical Therapist Assistants:** An application has been submitted to the Hawaii Board of Physical Therapy. CCUs are pending the Board's review.

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**Social Workers:** PESI, Inc., #1062, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. PESI, Inc. maintains responsibility for this course. ACE provider approval period: January 27, 2017 - January 27, 2020. Social Workers completing this course receive 6.25 Clinical Practice continuing education credits. Course Level: Intermediate. Full attendance is required; no partial credits will be offered for partial attendance. A certificate of attendance will be awarded at the end of the program to social workers who complete the program evaluation.

**Washington Social Workers:** This activity has been submitted to the Washington Licensed Mental Health Counselors, Licensed Marriage and Family Therapists and Licensed Clinical Social Workers Board. Approval pending.

**Other Professions:** This activity qualifies for 380 minutes of instructional content as required by many national, state and local licensing boards and professional organizations. Save your course outline and certificate of completion, and contact your own board or organization for specific requirements.

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### MANAGING CHALLENGING PATIENT BEHAVIORS

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