

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

Live Webcast Schedule (Times listed in Pacific)

8:00 Program begins
11:50-1:00 Lunch Break
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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Managing Challenging Patient Behaviors

101 De-escalation Strategies for Healthcare Professionals

LIVE Interactive Webcast
Monday, October 19, 2020

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Managing Challenging Patient Behaviors

101 De-escalation Strategies for Healthcare Professionals

Featuring Expert and National Speaker, Valerie R. Vestal, MSN, PMHNP-BC



- 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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Target Audience: Nurses • Nurse Practitioners • Nurse Educators • Clinical Nurse Specialists
Physician Assistants • Nursing Home Administrators • Social Workers • Occupational Therapists
Physical Therapists • Risk Managers

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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, Valerie R. Vestal, MSN, PMHNP-BC, 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

Valerie R. Vestal, MSN, PMHNP-BC, is a Board Certified Psychiatric Nurse Practitioner. She has worked both in a Partial Hospitalization Program (PHP) and in an outpatient private practice. In the PHP program, she has been responsible to identify patients at high risk for aggression and those who have histories of repeated violent behavior. Valerie is skilled at managing crisis intervention, minimizing physical and psychological harm for staff and patients.

Additionally, she serves in United States Navy Reserve and was deployed to the Warrior Transition Program. Valerie was responsible to ease the reintegration process for sailors and families. She also continues to provide health assessments and psychological evaluations for military members.

Valerie is a highly sought-after speaker, typically focusing on challenging patient behaviors. She has shared her expertise with multidisciplinary audiences throughout the country and at sea on a cruise ship.

Speaker Disclosures:

Financial: Valerie Vestal is the director and founder of Platinum Performance by Valerie. She has an employment relationship with Moodtreatment Center. Ms. Vestal receives a speaking honorarium from PESI, Inc.

Non-financial: Valerie Vestal has no relevant non-financial relationship to disclose.



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Have a seminar idea? A manuscript to publish? The nation's top speakers and authors contact PESI first. If you are interested in becoming a speaker or have a new topic idea, please contact **Missy Cork** at mcork@pesi.com or call **(715) 855-6366**.



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Physical Therapists - AK, AZ, CA, DE, IL, KY, MI, NC, NY, PA, TX, VA

National Approvals

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To inquire about credit in other states or home study credit, please contact cepesi@pesi.com or 800-844-8260 before the event.



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*Content and materials in this course may include interventions and modalities that are beyond the authorized practice of your profession. 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.

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We would be happy to accommodate your ADA needs; please call at least two weeks prior to the seminar date.

QUESTIONS

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