

OUTLINE

Rule Out a Medical Cause

- High glucose levels
- Adverse response to medications
- Aggressive response due to prescribed steroids

Risk for Dangerous Patient Encounters

- Priority is safety
- Understanding the behaviors
- 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
- What motivates the patient
- 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

Understanding Challenging Symptoms

- Know your limits
- Key considerations for chronic & severe mental illness
- Engage the family constructively

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

Debriefing and Care for the Responder

- Protection against secondary PTSD

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. Develop skills in rapid triage and response.

Target Audience:

Nurses • Nurse Practitioners • Clinical Nurse Specialists • Physician Assistants
Nursing Home Administrators • Social Workers • Occupational Therapists • Physical Therapists

Free Video

3 Steps to Prevent the Next Patient Code

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Managing Challenging Patient Behaviors

101 De-escalation Strategies for Healthcare Professionals

LIVE Interactive Webcast Tuesday, September 28, 2021

BONUS! – Registration includes FREE on-demand access for 3 months.



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Managing Challenging Patient Behaviors

101 De-escalation Strategies for Healthcare Professionals

Featuring Expert Clinician **Sonata Bohan**,
a Psychiatric Nurse Practitioner and NEI Master Psychopharmacologist

- High risk patient behaviors
- Substance abuse & ETOH
- De-escalating anger & aggression
- Understanding manipulative behavior
- Violent patients
- Identify major mental illness
- Suicidal ideation
- Includes 2 hours of pharmacology credit

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Managing Challenging Patient Behaviors

101 De-escalation Strategies for Healthcare Professionals

Expert Clinician Sonata Bohen, a psychiatric nurse practitioner and NEI Master Psychopharmacologist, knows well the challenges you are facing in practice right now. In today's healthcare environment, there is 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, Sonata 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 crisis intervention, ETOH withdrawals, dementia, aggressive/violent behaviors, threats of serious harm, de-escalation techniques 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 new techniques you can implement successfully with your most difficult patients!

Live Webcast Schedule

(Times listed in Eastern)
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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MEET YOUR SPEAKER

Sonata Bohen, MSN, ARNP, CS, NEI Master Psychopharmacologist, has been in practice 34 years as a bilingual psychiatric nurse practitioner and clinical nurse specialist in diverse clinical settings in the U.S, Mexico, and Central and South America. She sees patients in both inpatient and outpatient services at a regional hospital. Sonata is a sought after national and state conference speaker on a variety of mental health issues. Throughout her career, Sonata has shared her expertise with experienced and diverse healthcare audiences, at a refugee camp during war time and in academic settings.

Speaker Disclosure:

Financial: Cynthia "Sonata" Bohen maintains a private practice. She receives a speaking honorarium from PESI, Inc.
 Non-financial: Cynthia "Sonata" Bohen has no relevant non-financial relationships to disclose.

CE CREDITS AVAILABLE FOR LIVE Webcast

This continuing education activity is designed to meet state board requirements for the following professionals: **Nurses, Nursing Home Administrators, Occupational Therapists, Physical Therapists, Physician Assistants, and Social Workers.**

For specific credit approvals and details, visit www.pesihc.com/webcast/85485

National CE Credit Approvals For Live Webcast

Credits listed are for full attendance at the live webcast only. The CE certificate can be downloaded/printed after completing the webcast and passing the online post-test evaluation (80% passing score). Please see schedule for full attendance start and end times. NOTE: Boards do not allow credit for breaks or lunch.

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This activity is pending approval from the National Association of Social Workers.

This program has been submitted (but not yet approved) for 6.25 continuing education clock hours and 6.25 participant hours from NAB/NCERS. For the most up-to-date credit information, please go to: www.pesi.com/events/detail/85483.

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September 28, 2021 PWZ85483

8am Eastern time

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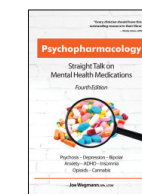
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Recommended Reading:



Psychopharmacology
Straight Talk on Mental Health Medications, 4th Edition

By Joe Wegmann, RPh, LCSW

~~\$29.99~~ **\$22.99***

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* Discount Included with purchase of the Webcast

OTHER WAYS TO REGISTER

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