

## 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

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# Managing Challenging Patient Behaviors

101 De-escalation Strategies for Healthcare Professionals

## LIVE Interactive Webinar Friday, November 5, 2021

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# Managing Challenging Patient Behaviors

101 De-escalation Strategies for Healthcare Professionals

Featuring Expert Clinician **Sonata Bohen**,  
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 Webinar 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.  
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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.

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For specific credit approvals and details, visit [pesihc.com/webcast/85860](http://pesihc.com/webcast/85860)

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## Recommended Reading:



PUB086420

**Psychopharmacology**  
*Straight Talk on Mental Health Medications, 4th Edition*

By Joe Wegmann, RPh, LCSW

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**Feeling Great**  
*The Revolutionary New Treatment for Depression and Anxiety*

By David D. Burns, M.D

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