

## 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: Ask, 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  
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.

### 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

Uniondale, NY

Wednesday, November 2, 2022

Yonkers, NY

Thursday, November 3, 2022

New York, NY

Friday, November 4, 2022



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We Are Back! Join In Person!

# 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.

## Live Seminar Schedule

**7:30** Registration/Morning Coffee & Tea

**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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## MEET YOUR EXPERT

**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: Dr. Catherine Mortiere is the owner of Catherine Mortiere Psychology Clinic and is an independent contractor. She has an employment relationship with Kirby Forensic Psychiatric Center and the New York University. Dr. Mortiere receives a speaking honorarium from PESI, Inc. She has no relevant financial relationships with ineligible organizations.

Non-financial: Dr. Catherine Mortiere has no relevant non-financial relationships.

## Live Seminar Continuing Education Credit Information

*Credits listed below are for full attendance at the live event only. Please see "live seminar schedule" for full attendance start and end times. For the in-person event, after attendance has been verified, pre-registered attendees will need to log into their online account to access the online evaluation and certificate of completion. For those in partial attendance (arrived late or left early), a letter of attendance will be available in the attendee online account after completion of the evaluation. An adjusted certificate of completion reflecting partial credit will be sent within 30 days (if your board allows). NOTE: Boards do not allow credit for breaks or lunch. If your profession is not listed, please contact your licensing board to determine your continuing education requirements and check for reciprocal approval. For other credit inquiries not specified below, or questions on home study credit availability, please contact [cepesi@pesi.com](mailto:cepesi@pesi.com) or 800-726-3888 before the event. Materials that are included 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. For planning committee disclosures, please see the "credit approvals and details" URL below. For speaker disclosures, please see speaker bios. PESI, Inc. offers continuing education programs and products under the brand names PESI, PESI Healthcare, PESI Rehab, PESI Kids, PESI UK, PESI AU, and Psychotherapy Networker.*

#### Nurses, Nurse Practitioners, and Clinical Nurse Specialists:

PESI, Inc. is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation. Nurses in full attendance will earn 6.25 contact hours. Partial contact hours will be awarded for partial attendance.

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PESI, Inc. is an AOTA Approved Provider of professional development. Approved provider# 3322. This Live activity is offered at .60 CEUs Intermediate, OT Service Delivery. The assignment of AOTA CEUs does not imply endorsement of specific course content, products, or clinical procedures by AOTA.

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**New York Physical Therapists & Physical Therapist Assistants:** PESI, Inc. is recognized by the New York State Education Department, State Board for Physical Therapy as an approved provider for physical therapy and physical therapy assistant continuing education. This course qualifies for 7.6 Contact Hours.

#### Physicians and Physician Assistants:

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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, 2020 - January 27, 2023. Social Workers completing this course receive 6.25 Clinical continuing education credits. Course Level: Intermediate. Full attendance is required; no partial credits will be offered for partial attendance.

**New York Social Workers:** PESI, Inc. is recognized by the New York State Education Department's (NYSED) State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0008. This activity will qualify for 7.5 contact hours. Full attendance is required; no partial credits will be offered for partial attendance.

**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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As you prepare to make face-to-face learning a part of your professional development, we want you to know that your safety is ALWAYS our top priority. We are fully committed to monitoring and implementing all best practices outlined by state and local regulations.

#### ADA NEEDS

We would be happy to accommodate your ADA needs; Please notify us at time of registration.

#### SAME DAY REGISTRATION

Walk-ins are welcome but admission cannot be guaranteed. Contact us for space availability if registering within one week of seminar.

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