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MALPRACTICE TRUST

THE PHYSICIANS TRUST

WORKERS' COMPENSATION TRUST

Keeping the Peace in the Practice

Stacie Jenkins, RN, MSN Director of Clinical Risk Management

Objectives

- The participant will be able to identify at least 1 characteristic of each stage of conflict.
- The participant will be able to describe at least 1 strategy to de-escalate a situation within each stage of conflict.

 The participant will be able to discuss at least one method of effective staff training on identification and de-escalation of aggressive behavior.

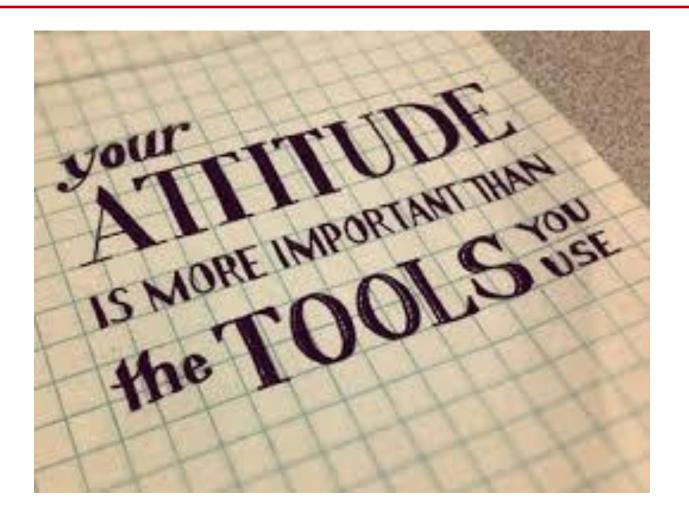
Violence All Around Us



What is going on ????







YOUR ATTITUDE is half the battle

Body language speaks louder than words!



Posture

Gesture & Facial Expressions

Eye Communication

Can you hear me now?

Listen to understand



"Most people listen with the intent to reply and do not listen with the intent to understand."

Levels of Listening

- Ignoring another person
- Pretending to listen
- Selective listening
- Attentive listening
- Empathetic listening



Communicating verbally



Stages of Conflict

- Anxiety
- Verbal Aggression
- Physical Aggression

Anxiety

Characteristics:

- Head down
- Flushing
- Rubbing hands
- Shallow breathing
- Sweaty palms or brow
- Nervous laugh

- Veins appear
- Dry mouth, swallowing
- Knee bouncing
- Finger tapping
- Touching nose
- Playing with hair

Triggers of Anxiety

Internal

- Frustration / Anger / Fear
- Disappointment / Sorrow
- Jealousy
- Psychosis
- Distrust
- Depression / Fatigue
- Losing Control

External

- Your body language
- Third party
- Cornering
- Heat
- Fear of injury / pain
- Job loss
- Long lines
- Drugs

Managing the Anxiety



Verbal Aggression "Testing Stage"

Characteristics:

- Red face
- Lips pressed forward
- Prolonged eye contact
- Quick, deep breathing
- Excessive salivation
- Head/shoulders back
- Standing tall as possible

- Hand pumping
- Finger pointing
- In/out personal space
- Yelling/cursing
- Pounding fists
- Kicks door/floor

Triggers of Verbal Aggression

- Feeling threatened
 - Physically
 - Emotionally
 - Self esteem/dignity
- Being insulted/demeaned
- Frustration
- Paranoid or schizophrenic



Phrases to Avoid

- "Calm down"
- "Be reasonable"
- "You're wrong"
- "This is for your own good"
- "Our policy is"
- "I can't"
- "Because I said so"



Managing Verbal Aggression

Stay calm

Initially:

- Use Silence
- Allow Person to Vent
- Supportive Stance

Secondary:

- Maintain eye contact
- Assertive Stance
- Use Individual's name
- Set Limits



Physical Aggression

Characteristics:

- Face color becomes lighter
- Eyebrows drop
- Lips tighten over teeth
- Jaw clenching
- Rapid deep breathing

- Verbalization changes
- Change of stance
- Bobbing/rocking
- Looking at target
- Settling of body

Triggers of Physical Aggression

- Endangered
- Threatened physically
- Treated unjustly or rude
- Provoked/irritated



Managing Physical Aggression

- Defensive stance
- Direct eye contact
- Head and shoulders straight
- Hands bladed
- Defensive verbal commands



Art of Distraction



- Body language
- Verbal Commands
- Throwing an object
- Dropping an object
- Moving

Regaining Control

- Putting hands up
- Saying "I give up"
- Tone/volume voice calms
- Eyebrows may lift and lower
- Grooming gestures
- Rubbing hands

- Moving into other people's space
- Handshake
- Backs off
- Turns back
- Fall to floor



Training your Staff

- Violence/De-escalation course
 - Full course; depends on role in organization
 - Annual
- Mental Conditioning
- Debriefing
- Monthly In-service



Questions?

Stacie Jenkins, RN, MSN

Director of Clinical Risk Management
318-227-7206

staciejenkins@thephysicianstrust.com

Kathy Terry
Director of Business Development
225-368-3848
kathyterry@thephysicianstrust.com