

Resolving Difficult Patient Interactions

Reading time:

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Providing good care to patients is the primary concern of all healthcare practitioners, but what do you do when these patient interactions become challenging? In recent times, there has been a marked increase in abuse aimed at healthcare practitioners from challenging patients; from the non-compliant to the sometimes, violent.

While these patient encounters may sometimes be unavoidable, there exists proven and well-researched communication techniques to assist you as healthcare practitioners to de-escalate and manage tense situations more effectively.

In this webinar, our presenters have specifically tailored the content for MIPS members. They will impart tried and tested methods and practical advice to transform a challenging patient interaction into one that is more conducive to the guidelines set out by AHPRA and the boards. We will provide you with advice on how to strategically approach potentially complex encounters, steer clear of responses and behaviours that may aggravate potentially troublesome interactions as well as overcome unwanted behaviours.

Learning outcomes

- Describe common behavioural characteristics of patients who are perceived as difficult and what motivates their actions.
- Discuss verbal and non-verbal communication skills to assist in the de-escalation of conflict with patients or family members.
- Identify appropriate action plans to resolve difficult patient interactions and to minimise any clinico-legal risk.

Presented by:

Dr David Cooper and Dr Paul Alexander (MIPS)

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