

Aggression Management Training for Healthcare

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Growing Trend



ATTACKED BY A PATIENT

MICHAEL CROWE - @MICHAELREPORTS
KPD: MAN CHARGED AFTER STABBING TWO NURSES



Patient Attacks Nurses in Dramatic Minnesota Hospital Video





PATIENT'S ANGRY RELATIVES ATTACK NURSE AT KEM

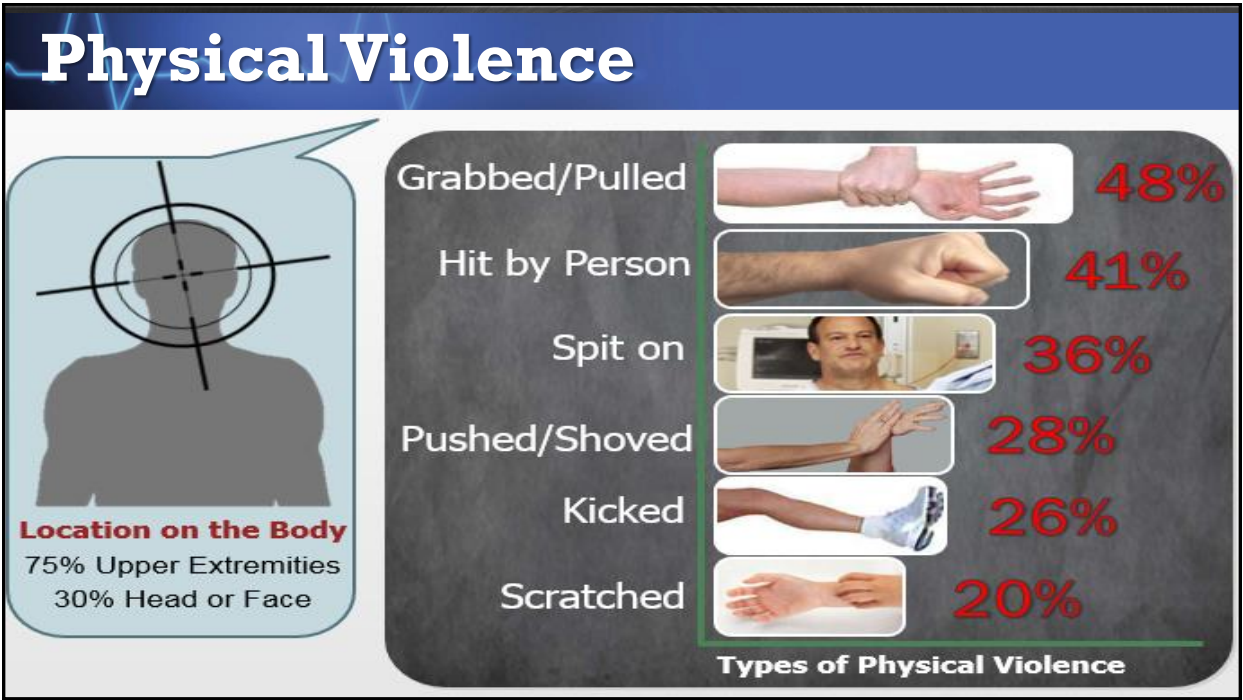
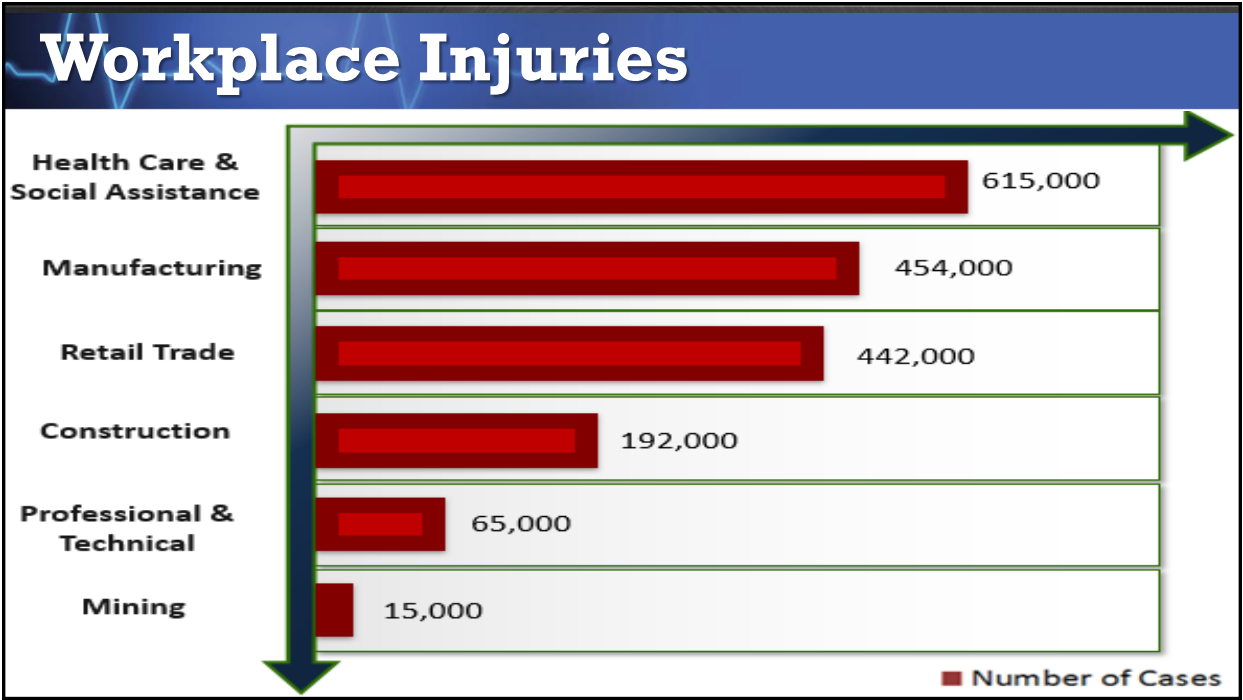
The relatives alleged that they repeatedly requested the 42-year-old woman to tend to their 61-year-old son, but she brushed them off. Furious, they threw heavy tiles and registers at her, and then tried to kill her.

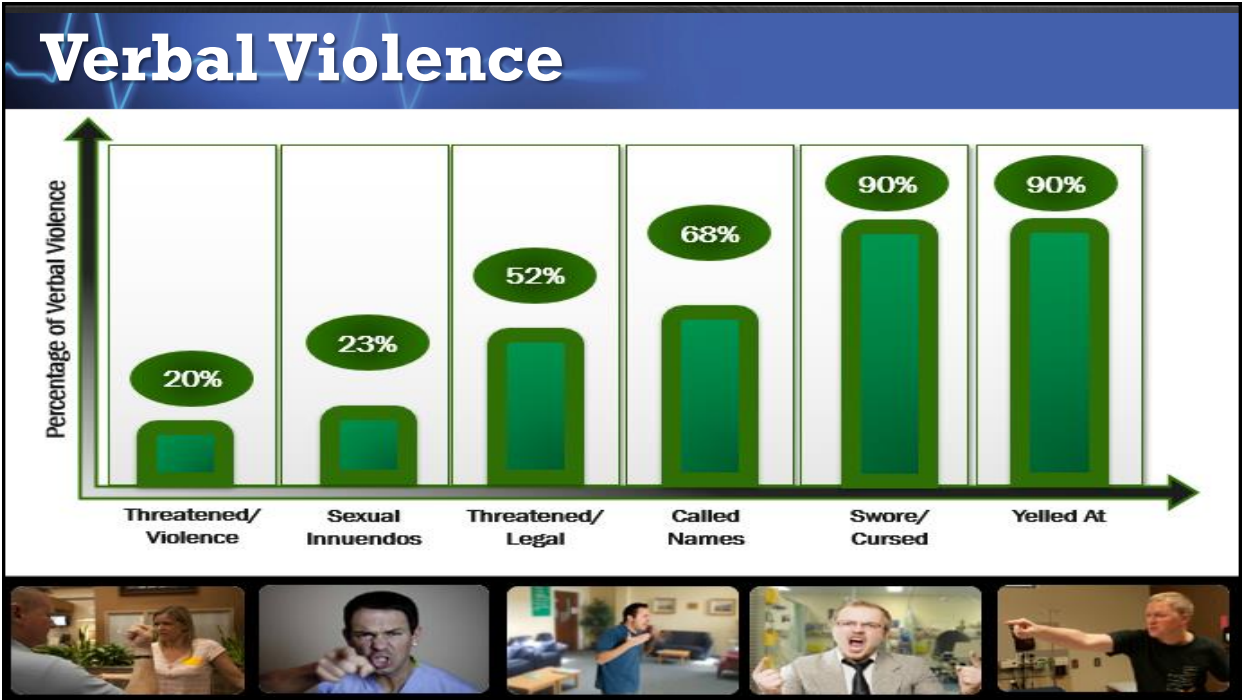


Maplewood Police MN @MaplewoodPolice
4 St John's Hospital nurses assaulted by 68 y/o patient. After struggle wife/putes and MWPD officer - patient dies. pic.twitter.com/dG4NFkPSJ
8:25 AM - 2 Nov 2014

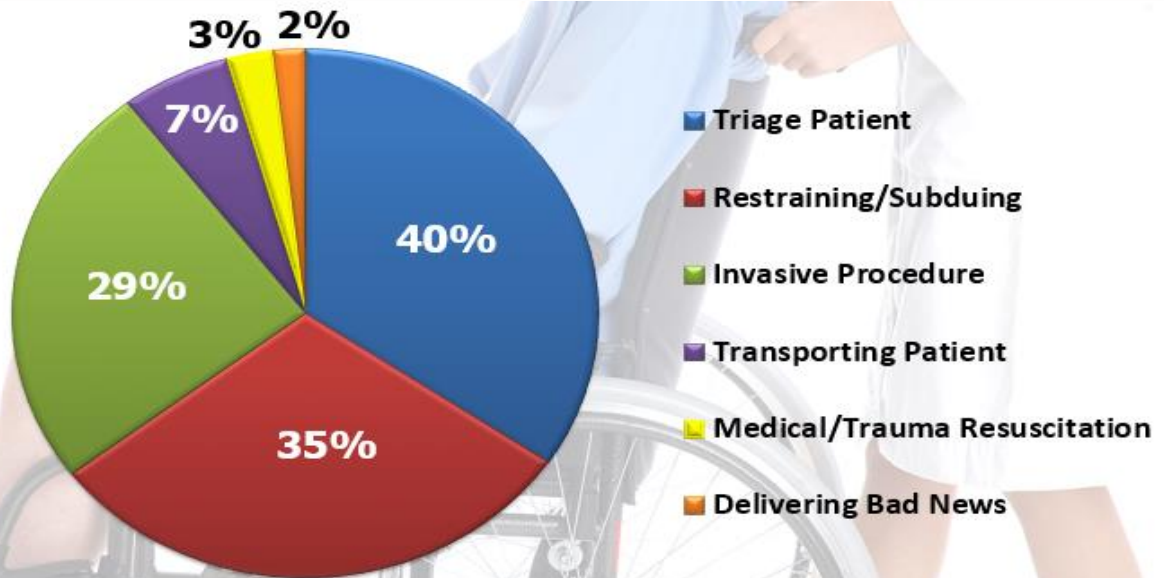


INCREASING VIOLENCE





Physical Violence by Procedure



Contributing Factors

- Alcohol / Substance Abuse
- Prolonged Wait Times
- Use of Emergency Departments by Law Enforcement
- Unavailability of Psychiatric Treatment Centers
- Unrealistic Expectations

Risk Factors

- Transporting Patients
- Overcrowded, uncomfortable waiting areas
- Working alone
- Poor environmental design
- Lack of training

Daily Risk Factors



Utensils



Money Exchange



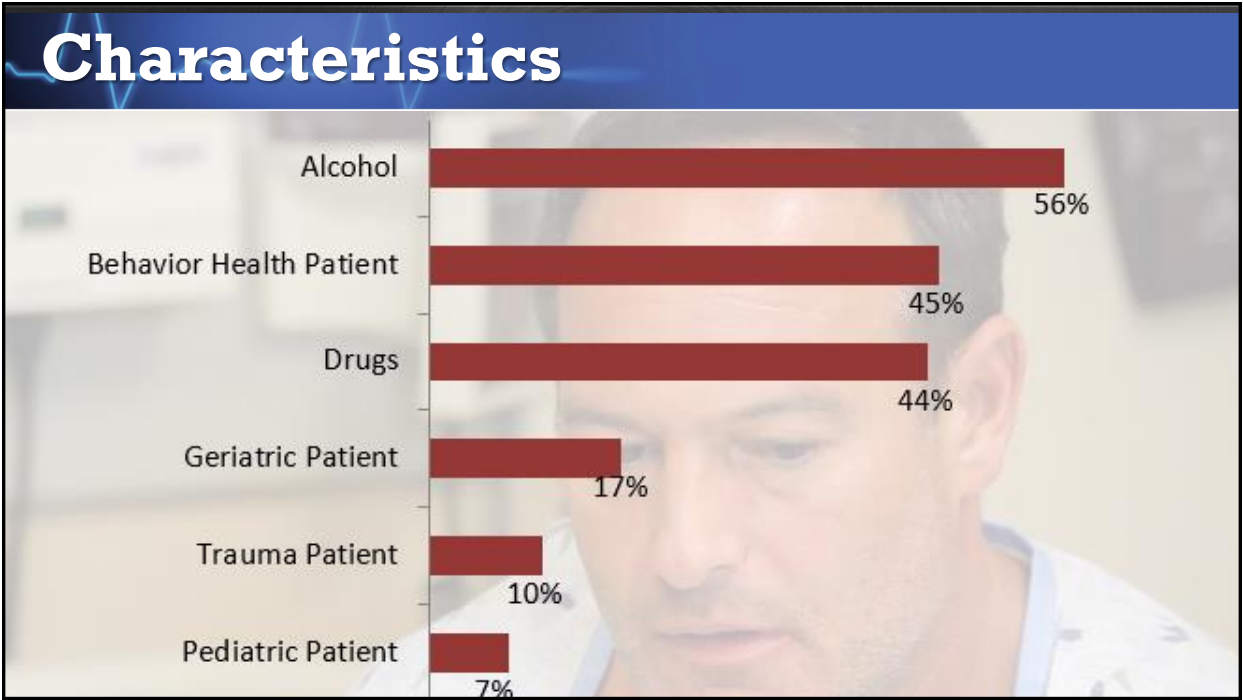
Drugs are Dispensed



Exposure to Aggressive Unstable People



High Traffic Areas



Mindset of the Aggressor

Positioning

- People who look like victims are far more likely to be targeted
- The aggressor will attempt to place themselves in a position of advantage where they can attack or surprise their victim
- They are acting on their perceptions and what is real to them at the time

Anger & Aggression

Anger and aggression are two different things



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It is a response to feeling
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Generally, people display their
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Aggression is not a feeling but is instead a behavior.
Aggression may result in people calling names, yelling, swearing, or becoming violent.

Warning Signs



- Intimidation or Refusing to Follow Instruction
- Patient refuses to get back into their bed
- Expressions of depression
- Placing blame
- Verbal or physical expression of violence

Warning Signs

- Uncontrolled anger
- Pounding fists
- Pointing aggressively
- Shouting

Recognizing early warning signs can help guide your response and actions.



Communication Techniques

Communication breakdown and misunderstandings are often a common reason for conflict

- Be open, sincere and honest
- Don't ignore the problem
- Provide verbal encouragement
- Focus on behaviors
- Monitor your verbal and non-verbal cues

Communication Techniques

The manner in which you communicate with a person can determine how the outcome of a situation will be.



Technique	Percentage
Words	20%
Voice Inflections	40%
Body Language	40%

Communication Techniques



Building Relationships

- Pay attention to what is being said
- Make sure they understand your message
- Control your emotions
- Be compassionate and empathetic
- Explain what is happening
- Be proactive & compromise when able

De-escalation Techniques

- Keep your distance
- Acknowledge the other person's feelings
- Don't threaten or belittle the person
- Pay attention to the words that are being spoken
- Only one person should be talking to the person
- Project calmness by moving and speaking slowly

De-escalation Techniques

- Avoid appearing aggressive
- Avoid appearing like you don't care
- Make sure that your goal is to find a solution
- Establish ground rules for unreasonable behavior
- Focus on the behavior

Goals for De-escalation

- Keep patients and staff safe
- Focus on patient care
- Help effectively manage their emotions

Create a win-win situation
for everyone!



Training Our Employees



Employee Training Needs

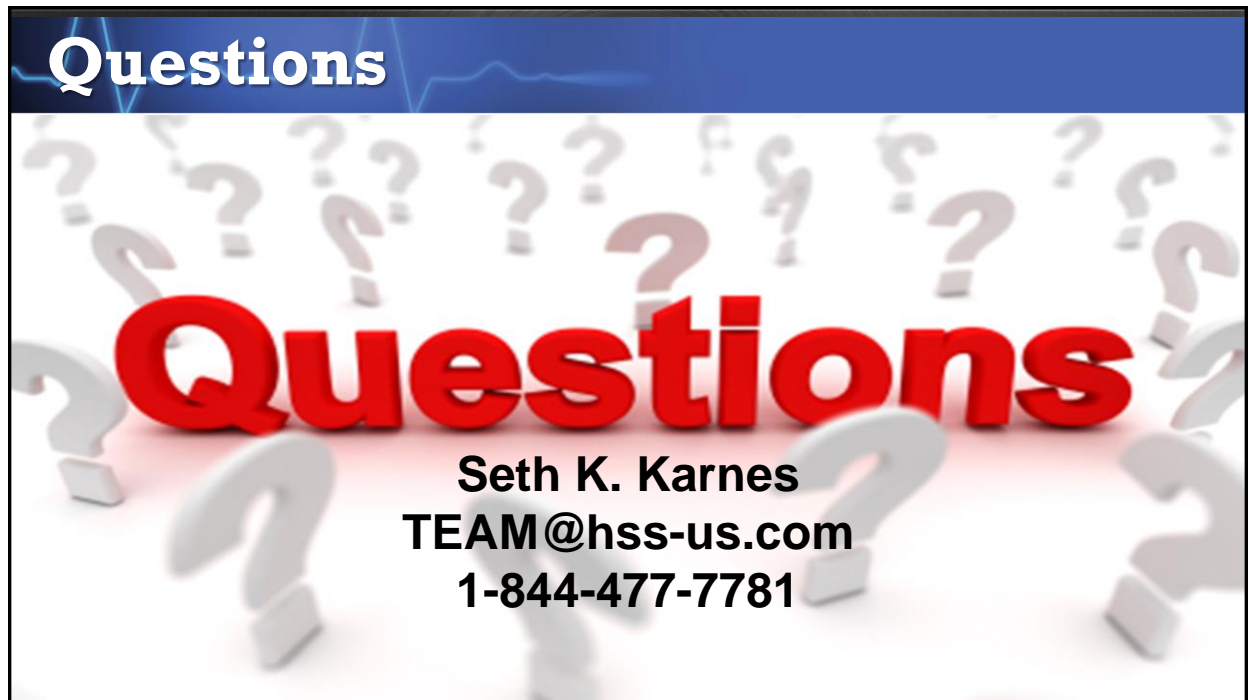
- Aggression management training that is necessary and relevant
- Training that is convenient and available with options
- Training that expands outside of High Risk areas

Facility Training Needs

- Curriculum built to meet regulatory and compliance guidelines
- Curriculum built to meet facility specific challenges
- Curriculum supports/promotes a culture of safety
- Contribution to HCAHPS scores

Recap

- Violence is still rising
- Evaluate your training needs
- Evaluate your current training



Questions

Questions

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