Outline

Difficult Patient Encounters
- What is the Problem Behavior
- Who, What, When, Why?
- Communication is Key
- Strategies to Deal with the Angry Patient
- Taking Care of Yourself: Safety as a Priority!

Interviewing the Patient
- Asking the Right Questions

Self-Awareness
- What Type of Communicator Are You?
- Reciprocal Communication Strategies

Motivational Interviewing (MI)
- Understand the Patient’s Actual Motivation
- Listen with Empathy
- Empower Through Hope for Change
- MI Process: Asking, Listening, Informing

Challenging Family Behaviors
- Family Dynamics
- Family Communication Styles
- Mediation
- Supporting the Patient’s Goals

Challenging Patient Behaviors
- Severe Mental Illness & Personality Disorders
- Schizophrenia/Schizoaffective Disorders
- Substance-Induced Psychosis
- Major Depression
- Bipolar Disorder
- Anxiety Disorder
- Obsessive-Compulsive Disorder
- Antisocial Personality Disorder
- Substance Abuse
- Dementia
- Delirium
- Acute Psychosocial Crisis
- Sexual Assault
- Domestic Violence
- High-Risk Populations
- Suicidal Ideation
- Special Considerations for the Violent Patient

Can’t Miss Topics!
- High-Risk Patient Situations
- ETOH & Substance Abuse
- Managing the Family Dynamics
- Anger & Aggression
- Manipulative Behavior
- Violent Patients
- Dementia Related Behaviors
- Suicidal Ideation

Objectives
1. Apply motivational interviewing skills to identify causes of behavior.
2. Analyze effective strategies to address real-life communication challenges.
3. Develop interventions for problem families.
5. Assess your own interpersonal effectiveness when working with patients.
6. Compare approaches for various violent patient profiles.

Cancellation Policy: If you contact us before the event date, you can exchange for a DVD or CD/digital manual package on the subject (self-study continuing education credit may be available), a certificate to attend another seminar, or receive a tuition refund less a $30 cancel fee. Substitutions are permitted at any time.

Questions? Call customer service at 800-844-8260

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Managing Challenging Patient & Family Behaviors

101 Strategies for Healthcare Professionals

Featuring Leslie B. Villalobos, MSW, CNSW

Billings, MT
- Monday, August 22, 2016
- Missoula, MT
- Wednesday, August 24, 2016

Bozeman, MT
- Tuesday, August 23, 2016

101 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. Add 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, Leslie B. Villabos, MSW, CNSW, 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.

**Speakers:**
- **Leslie B. Villabos, MSW, CNSW** is a clinical social worker who brings over 20 years of psychiatric, medical and behavioral experience to her presentation. Her experience includes a multitude of disciplines, including the Colorado Mental Health Institute (she worked in the adolescent and forensic units providing behavioral therapy), Colorado Department of Corrections (she worked with female offenders, created and instructed domestic violence prevention curriculum), Emily Griffith Centers (Intensive In-Home Services as a Crisis Intervention Specialist), dialysis facilities (as a Regional Medical Social Worker) and as a Hospice Social Worker. Across all of these settings, Leslie has refined her ability to successfully anticipate and address a wide range of patient needs.

**Objectives:**
- By the end of the day, participants will be prepared to:
  - Identify three scenarios of challenging patient and family behaviors
  - Implement three strategies to address these scenarios
  - Cultivate a sense of empowerment

**Benefits:**
- This is a compelling program for social workers, nurses, therapists, counselors, CNA’s, RN’s, social services directors, administrators, and leaders across the healthcare continuum.
- The seminar is applicable to an audience of interdisciplinary healthcare professionals.

**Registration:**
- Early bird registration ends (20% savings): May 25, 2016
- Same day registration: July 27, 2016

**Location:**
Crowne Plaza Billings
2305 Catron Street • 59718
(406) 582-4995

**Registration:**
- For in-person registration, go to www.pesihealthcare.com and click on seminar title.
- For mail-in registration, please make copy of locations and mail code box on address panel on reverse side.
- Discounts available for 2 or more preregistering together.
- Federal ID # 26-3896894 © 2016 PeSI, Inc.

**Cancellation Policy:**
- A $25 processing fee will be deducted from tuition refunds if received before 6:00 PM (Pacific Daylight Time) before the event.
- Reduced staffing and increased demands (at times the seemingly unrealistic) demands from patients, family members and other visitors can all contribute to burnout. Add 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.

**Contact:**
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