ECHO Idaho: Behavioral Health in Primary Care

De-escalation
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The speaker has no relevant financial relationship(s) to disclose.

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Learning Objectives

• Recognizing combative/aggressive behavior
• Simple and effective de-escalation steps
• Situational awareness
Recognizing combative/aggressive behavior
Hostile/angry patients

- Verbal cues
- Subtle verbal cues
- Body language

- 70% to as much as 90% of communication is nonverbal
- You should instinctively recognize most nonverbal communication
- Be aware of your own body language
Recognizing pre-assaultive behavior

- Balled fist
- Aggressive stance or “blading”
- Watch the eyes!
- Keep your distance

- No negotiations
Basic de-escalation techniques

- Speak slowly
- Lower the tone of your voice
- Repeat the individual’s first name
Hostile/angry - Verbal

- Yelling
- Cursing
- In direct threat
- Direct threat?

- Use basic de-escalation techniques
- No negotiation, walk away, end techniques
Situational awareness

- Are you aware of your surroundings
- What’s in the room or near the patient
- Do you have an escape plan
Key Points

• You are responsible for your safety
• Don’t give into fear
• Be cautious and navigate through the event
• Always be aware of your surroundings