

## ECHO Idaho: Behavioral Health in Primary Care

De-escalation

April 15, 2020

Abbey Abbondandolo, Head of Security,  
St. Luke's Health System

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

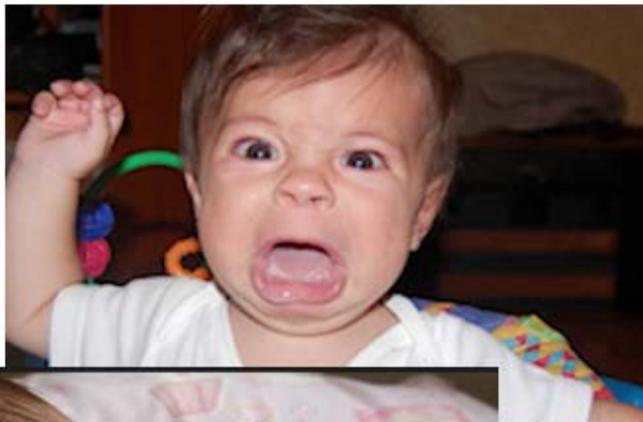
The University of Idaho, WWAMI Medical Education Program is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

The University of Idaho, WWAMI Medical Education Program designates this live activity for a maximum of *1.0 AMA PRA Category 1 Credit(s)*™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

# 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 non verbal
- You should instinctively recognize most non verbal 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