

Course Description

This session introduces the step-by-step method for interacting with difficult/angry patients and maintaining quality in difficult situations. These methods have been tried and proven by the SCAN Member Services team.

Purpose

Staff often interacts with difficult patients, patients in distress or patients in difficult situations. Each of these scenarios has one thing in common: lots of emotion on the part of the patient.

If you can put yourself in the patient's shoes, you'll be more empathic about his or her situation and will be better able to validate the patient's feelings while addressing his or her specific concerns.

Learning Objectives

By the end of the session the participant will be able to:

- Define the four elements of H.E.A.T.
- Demonstrate integrating the fundamentals of H.E.A.T. communication.
- Incorporate the H.E.A.T. techniques into daily practice.
- Identify the types of angry patient.

Target Audience

- Licensed vocational nurses
- Medical assistants
- Office managers
- Registered nurses
- Other administrative personnel

Training Time and Set Up

- Set up: 15 to 30 minutes
- Training: 40 to 50 minutes

Required Materials

- Class notes
- Evaluation form
- Handouts/tip sheets
- Ice breaker toolkit
- Interactive activities
- Sign-in sheet
- Slide deck
- Treats (such as candy) Optional

Expected Outcome

At the end of this training session, staff members will be able to assess the angry patient and integrate the skills and techniques learned in handling difficult situations. They will also be able to explain the elements of H.E.A.T. and implement these methods into their daily practice.

Discussion Prompts

- **Share an experience.** If you have ever had to handle an experience with an angry or difficult patient, how did you handle the situation and what was the outcome?
- **You as the angry client.** Have you ever been upset or angry as a result of poor customer service? Tell us about it. How was it handled? Was the outcome positive or negative? What was your perception of that company after the issues were resolved or were not resolved?

Interactive Techniques

Stand up/sit down. Ask participants to stand if they have had to deal with an angry patient recently. Then ask the participants to sit down if they've ever had a patient thank them for their service/help/kindness.

The toolbox. The toolbox provides the trainer with items that can be used to develop ice breakers or develop interactive activities. These "tools" should be used to get a class started and get people engaged. The contents of the toolbox may include:

- Candy
- Legos
- Little soft balls
- Pads
- Pens
- Pipe cleaners
- Play-Doh
- Red and green cards