

OUTLINE

Lowering Risk for Dangerousness in Patient Encounters

- Priority is Safety
 - Understanding Risk for Dangerousness
 - Mechanisms for Coping
 - Strategies to Deal with the Angry Patient

Healthcare Goals

- Treatment Focused
- Do No Harm
- Clear Boundaries

Evaluating the Patient

- Ask the Right Questions
- Understand Patient's Motivation
- Motivational Interviewing: Asking, Listen, Inform
- Engage Patients in Focused Communication
- Listen with Empathy
- Empower the Patient

Interpersonal Effectiveness Skills

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

Engage Patients in Focused Communication

- Understand Patient's Level of Communication
- Support the Patient's Goals
- Multi-Disciplinary Intervention

Treatment Team Concept

- Navigating Difficult Dynamics
- Mediation & Leadership Roles
- Engage Families Constructively

Understanding Challenging Symptoms

- The Mentally Ill Patient
- Know your Limits
- Understand Chronic & Severe Mental Illness

Severe Mental Illness

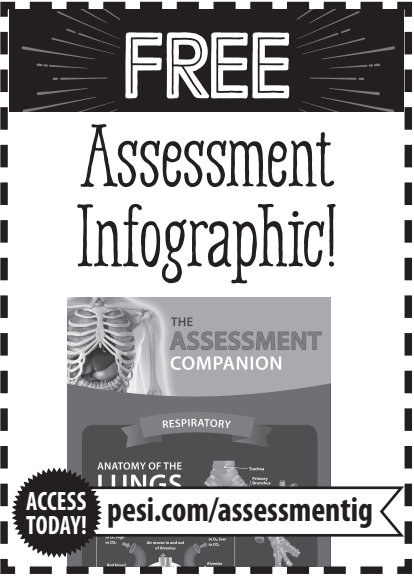
- Schizophrenia/Schizoaffective Disorders
- Substance-Induced Psychosis
- Bipolar Disorder
- Major Depression
- Anxiety Disorder
- Obsessive-Compulsive Disorder
- Antisocial Personality Disorder
- Borderline Personality Disorder

Disorders with Unique Risk

- Developmental Disabilities
- Delirium
- Dementia
- Substance Abuse
- Special Considerations for Violent Patients

Acute Crisis

- Sexual Assault
- Domestic Violence
- Suicidal Ideation & Risk



NON-PROFIT
ORGANIZATION
US POSTAGE PAID
EAU CLAIRE WI
PERMIT NO 32729

Bring any training in-house!

Convenient • Cost-Effective • Customizable

for more information visit
www.pesihealthcare.com/inhouse

PESI HealthCare
P.O. Box 1000
Eau Claire, WI 54702-1000
A division of PESI, Inc.

Managing Challenging Patient Behaviors

101 De-escalation Strategies for Healthcare Professionals

www.pesihealthcare.com

Portland, OR
Friday
November 8, 2019

Honolulu, HI
Monday
November 11, 2019

Register now! pesihc.com/express/73660

Target Audience: Nurses • Nurse Practitioners • Nurse Educators • Clinical Nurse Specialists
Physician Assistants • Nursing Home Administrators • Social Workers • Occupational Therapists
Physical Therapists • Risk Managers

Managing Challenging Patient Behaviors

101 De-escalation Strategies for Healthcare Professionals

Featuring Expert and National Speaker, Catherine Mortiere, PhD



- High Risk Patient Behaviors
- Substance Abuse & ETOH
- De-Escalating Anger & Aggression
- Understanding Manipulative Behavior
- Violent Patients
- Identify Major Mental Illness
- Suicidal Ideation

Portland, OR
Friday
November 8, 2019

Honolulu, HI
Monday
November 11, 2019



A NON-PROFIT ORGANIZATION
CONNECTING KNOWLEDGE WITH NEED SINCE 1979

Register now! pesihc.com/express/73660

OBJECTIVES

1. Determine criteria for high-risk behavior.
2. Apply interpersonal effectiveness skills to patient evaluation.
3. Analyze effective strategies to de-escalate dangerous behavior.
4. Assess for the symptoms of major mental illness that interfere with treatment.
5. Evaluate the effectiveness of your communication skills to de-escalate aggressive behavior.
6. Compare approaches to various high-risk patient profiles.

Questions? Call customer service at **800-844-8260**

Have a seminar idea? A manuscript to publish? The nation's top speakers and authors contact PESI HealthCare first. If you are interested in becoming a speaker, or have a new topic idea, please contact Missy Cork at mcork@pesi.com or call (715) 855-6366.

Managing Challenging Patient Behaviors

101 De-escalation 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. Adding 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, Catherine Mortiere, PhD, 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.

SPEAKER

Catherine Mortiere, PhD, is a forensic and clinical psychologist who works as an expert for New York State in the areas of dangerousness and risk analysis in forensic populations, as well as the treatment and evaluation of sexually violent predators. Forensics is second nature to Dr. Mortiere, having been a police officer and sergeant for the Detroit Police Department for 11 years. Her experience with psychiatric patients has covered a broad spectrum, including individual, group and team-based treatment for borderline and anti-social personality, psychopathy, trauma/disaster, dual diagnosis and substance/chemical abuse.

Dr. Mortiere works in a maximum security facility for the criminally insane, where the majority of her patients have been adjudicated as not guilty by reason of insanity. In addition, she has a successful clinical private practice in which she treats a variety of disorders including depression, anxiety, and specializes in treatment of sexual abuse, lesbian, gay, bisexual and transgendered patients.

Additionally, Dr. Mortiere is a clinical supervisor in the College of Medicine, Department of Psychiatry of New York University. She recently published a textbook called *Violence Against Women*, which is the leading authority in the field of intimate partner violence. Dr. Mortiere also provides volunteer psychiatric services in her private practice, as well as previously to victims and volunteers of the Haitian earthquake disaster and Ground Zero.

Speaker Disclosures:

Financial: Catherine Mortiere maintains a private practice. She receives a speaking honorarium from PESI, Inc.

Non-financial: Catherine Mortiere has no relevant nonfinancial relationship to disclose.

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.

Seminar on CD or DVD Package: You can purchase a self-study package on the subject. You will receive a set of CDs or DVDs that include a digital copy of the seminar manual and post-test/evaluation. You and your colleagues can receive CE hours for a nominal fee. To determine if homestudy credits are available for your profession go to www.pesihealthcare.com or call 800-844-8260. Check with your licensing board to verify acceptance of self-study credits for license renewal. Order today by using the order form on this brochure or by calling 800-844-8260.



Geriatric Pharmacology

The Principles of Practice & Clinical Recommendations, Second Edition

By Steven Atkinson, PA-C, MS

It is possible to prescribe medications that have clear relevance to care, are scientifically valid and usable - and - prevents placing the patient at significant risk. Geriatric Pharmacology, now in its second edition, is the ultimate resource to find the balance between safe medication and adverse drug incidents.

Visit our Online Product Store: www.pesihealthcare.com/store

Live Seminar Schedule

7:30 Registration/Morning Coffee & Tea

8:00 Program begins

11:50-1:00 Lunch (*on your own*)

4:00 Program ends

There will be two 15-min breaks (mid-morning & mid-afternoon).

Actual lunch and break start times are at the discretion of the speaker.

A more detailed schedule is available upon request.



PESI Inc. is proud to offer this seminar (at these locations only) *free of charge* (on live seminar tuition) for veterans and active duty military personnel. **Limited seats available; advance online registration required.**

Live Seminar Continuing Education Credit Information

Credits listed below are for full attendance at the live event only. After attendance has been verified, pre-registered attendees will receive an email from PESI Customer Service with the subject line, "Evaluation and Certificate" within one week. This email will contain a link to complete the seminar evaluation and allow attendees to print, email or download a certificate of completion if in full attendance. For those in partial attendance (arrived late or left early), a letter of attendance is available through that link and an adjusted certificate of completion reflecting partial credit will be issued within 30 days (if your board allows). Please see "LIVE SEMINAR SCHEDULE" on this brochure for full attendance start and end times. NOTE: Boards do not allow credit for breaks or lunch.

If your profession is not listed, please contact your licensing board to determine your continuing education requirements and check for reciprocal approval. For other credit inquiries not specified below, or questions on home study credit availability, please contact cepesi@pesi.com or 800-844-8260 before the event.

Materials that are included in this course may include interventions and modalities that are beyond the authorized practice of mental health professionals. As a licensed professional, you are responsible for reviewing the scope of practice, including activities that are defined in law as beyond the boundaries of practice in accordance with and in compliance with your profession's standards.

PESI, Inc. offers continuing education programs and products under the brand names PESI, PESI Healthcare, PESI Rehab and Psychotherapy Networker.

Nurses, Nurse Practitioners, and Clinical Nurse Specialists: PESI, Inc. is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.



Nurses in full attendance will earn 6.3 contact hours. Partial contact hours will be awarded for partial attendance.

Nursing Home Administrators: This program has been submitted (but not yet approved) for 6.25 continuing education clock hours and 6.25 participant hours from NAB/NCERS. For the most up-to-date credit information, please go to: www.pesi.com/events/detail/73660.

Occupational Therapists & Occupational Therapy Assistants: PESI, Inc. is an AOTA Approved Provider of continuing education. Provider #: 3322. Full attendance at this course qualifies for 6.0 contact hours or .6 CEUs in the Category of Domain of OT and Occupational Therapy Process. Partial credit will be issued for partial attendance. The assignment of AOTA CEUs does not imply endorsement of specific course content, products, or clinical procedures by AOTA. Course Level: Intermediate.



Physical Therapists & Physical Therapist Assistants: This activity consists of 6.25 clock hours of instruction that is applicable for physical therapists. CE requirements for physical therapists vary per state/jurisdiction. Please retain the certificate of completion that you receive and use as proof of completion when required.

Hawaii Physical Therapists & Physical Therapist Assistants: An application has been submitted to the Hawaii Board of Physical Therapy. CCUs are pending the Board's review.

Physician Assistants: For the most up-to-date credit information, please go to: www.pesi.com/events/detail/73660.

Social Workers: PESI, Inc., #1062, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. PESI, Inc. maintains responsibility for this course. ACE provider approval period: January 27, 2017 - January 27, 2020. Social Workers completing this course receive 6.25 Clinical Practice continuing education credits. Course Level: Intermediate. Full attendance is required; no partial credits will be offered for partial attendance. A certificate of attendance will be awarded at the end of the program to social workers who complete the program evaluation.



Washington Social Workers: This activity has been submitted to the Washington Licensed Mental Health Counselors, Licensed Marriage and Family Therapists and Licensed Clinical Social Workers Board. Approval pending.

Other Professions: This activity qualifies for 380 minutes of instructional content as required by many national, state and local licensing boards and professional organizations. Save your course outline and certificate of completion, and contact your own board or organization for specific requirements.

Save by Including this product with Seminar Registration!

How to Register

MANAGING CHALLENGING PATIENT BEHAVIORS

Questions? Visit www.pesihealthcare.com/faqs, or call 800-844-8260

ONLINE

pesihc.com/express/73660

PHONE

800-844-8260

Please have credit card available

FAX

800-554-9775

MAIL

PESI HealthCare
PO Box 1000
Eau Claire, WI
54702-1000

1 Please complete entire form (to notify you of seminar changes):
please print; staple duplicate forms.

Mail Code: _____

See mail code box on address panel on reverse side

Name _____ Profession _____

Employer Name _____

Employer Address _____

Dept/Floor/Suite _____

City _____ County _____

State _____ Zip _____

Home/Cell Ph () _____

Dept. Ph () _____

*E-mail address _____

***Registrant's e-mail is required to receive your certificate of completion and registration confirmation.**

2 Check location: (*make copy of locations*)

☐ **PORTLAND, OR**
November 8, 2019

73660PRT

Crowne Plaza Portland-Downtown Conv Ctr
1441 NE 2nd Ave • 97232
(503) 233-2401

☐ **HONOLULU, HI**
November 11, 2019

73660HON

Hyatt Regency Waikiki
2424 Kalakaua Ave • 96815
(808) 923-1234

Register now!

pesihc.com/express/73660

PLEASE RETURN ENTIRE REGISTRATION FORM

ADA NEEDS

We would be happy to accommodate your ADA needs; please call at least two weeks prior to the seminar date.

WALK-INS

Walk-ins are welcome but admission cannot be guaranteed. Call M-F 7:00-6:00 Central Time for space availability if registering within one week of seminar.

TUITION OPTIONS

• **FREE Military Tuition:** PESI Inc. is proud to offer this seminar (at these locations only) *free of charge* (on live seminar tuition) for veterans and active duty military personnel. **Limited seats available; advance online registration required.**

• **\$30 Tuition:** If you are interested in being our registration coordinator for the day, go to: www.pesihealthcare.com/coord for availability and job description, or call our Customer Service Dept. at 800-844-8260.

• **Groups of 10 or more:** Call 800-844-8260 for discounts.

• **Discounted Student Rate:** As part of its mission to serve educational needs, PESI, Inc. offers a reduced rate of 50% off standard tuition for students. Enclose a current student schedule with registration form. Go to www.pesihealthcare.com/faqs or call 800-844-8260 for details. **Advance registration required.** *Cannot be combined with other discounts.*

3 Check tuition:

TUITION with seminar manual

\$219.99 (+ tax in HI) - choose one of the options below:

- ☐ per person for 2 or more preregistering together —OR—
☐ single registration postmarked 3 weeks prior to seminar date

☐ **\$209.99** (+ tax in HI) - per person for 5 or more preregistering together

☐ **\$249.99** (+ tax in HI) - standard

ADD-ON PRODUCTS

Distributed at seminar—FREE SHIPPING!

☐ **\$24.99*** *Geriatric Pharmacology, Second Edition* book

*Attendees add applicable state and local taxes except in AK, DE, MT, NH, OR

4 Indicate method of payment:

ALL REGISTRATIONS MUST BE PREPAID.

Purchase orders welcome (attach copy).

☐ Check enclosed payable to **PESI, Inc.**

☐ MC ☐ VISA ☐ AE ☐ Discover Novus
16 digits 13-16 digits 15 digits 16 digits

Card # _____

Card Exp. _____ V-Code #*: _____

Signature _____

(*MC/VISA/Discover: last 3-digit # on signature panel on back of card.)

(*American Express: 4-digit # above account # on face of card.)

CAN'T ATTEND THE SEMINAR? See below for individual product orders

Managing Challenging Patient Behaviors

___ Seminar on DVD* (video) \$219.99 (RIN074685)

___ Seminar on CD* (audio) \$219.99 (RNA074685)

___ *Geriatric Pharmacology, Second Edition* book*
\$24.99 (PUB084430)

CE hours and approvals on products may differ from live CE approvals.

*Shipping is \$6.95 first item + \$2.00 each add'l item.

**Residents add applicable state and local taxes except in AK, DE, MT, NH, OR

Product total \$ _____

*Shipping _____

Subtotal _____

**Tax _____

TOTAL _____

FOR OFFICE USE ONLY

Fed ID # 26-3896894 © 2019 PESI, Inc.

MRC