

## 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

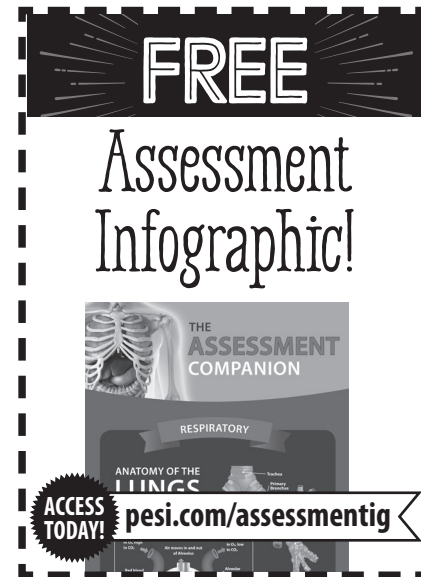
Schizophrenia/Schizoaffective Disorders  
Substance-Induced Psychosis  
Bipolar Disorder  
Major Depression  
Anxiety Disorder  
Obsessive-Compulsive Disorder  
Antisocial Personality Disorder  
Borderline Personality Disorder

### Disorders with Unique Risk

Developmental Disabilities  
Delirium  
Dementia  
Substance Abuse  
Special Considerations for Violent Patients

### Acute Crisis

Sexual Assault  
Domestic Violence  
Suicidal Ideation & Risk



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# Managing Challenging Patient Behaviors

101 De-escalation Strategies for Healthcare Professionals

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Wednesday  
December 4, 2019

**Yonkers, NY**

Thursday  
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**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

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## 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.

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**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](mailto: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.

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### 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.**

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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](mailto: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.

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**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/74448](http://www.pesi.com/events/detail/74448).

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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.

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**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.

**New Jersey Social Workers:** Managing Challenging Patient Behaviors: 101 De-escalation Strategies for Healthcare Professionals, Course #2757, is approved by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program to be offered by PESI, Inc. as an individual course. Individual courses, not providers, are approved at the course level. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. ACE course approval period: 11/08/2019 - 11/08/2021. Social workers completing this course receive 6.25 Clinical Practice continuing education credits. Full attendance is required; no partial credits will be offered for partial attendance.

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### MANAGING CHALLENGING PATIENT BEHAVIORS

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