

Strategic Communications and Disengagement Strategies for Healthcare:

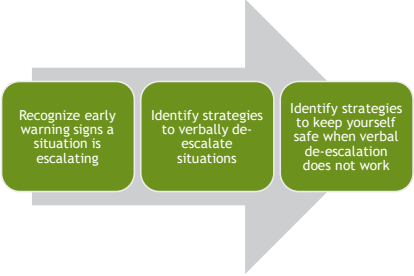
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Course Objectives:



- Recognize early warning signs a situation is escalating
- Identify strategies to verbally de-escalate situations
- Identify strategies to keep yourself safe when verbal de-escalation does not work



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Workplace Violence in Healthcare

Eight in 10 nurses (81.6 percent) have experienced at least one type of workplace violence within the past year.

Nearly half of nurses (45.5 percent) reported an increase in workplace violence on their unit in the previous year.

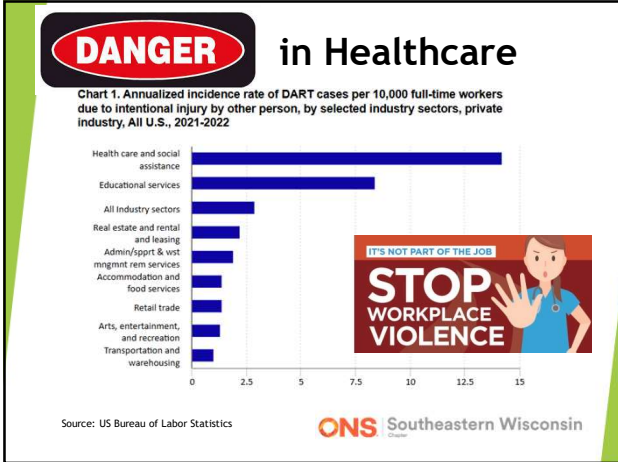
Nurses experience multiple types of workplace violence on a daily basis, The three most common types of violence reported were:

- Verbally threatened (67.8 percent)
- Physically threatened (38.7 percent)
- Pinched or scratched (37.3 percent)

Source: National Nurses United - February 05, 2024

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WARNING Signs in Behavior

Recognize Early Warning Signs:

- ▶ Tone and Volume of Their Voice
- ▶ Mumbling/Talking to Themselves
- ▶ Cursing or Threatening Dialog
- ▶ Exaggerated Movement
 - ▶ (Animated Behavior)
- ▶ Conspicuously Ignoring
- ▶ Excessive Emotional Attention
- ▶ Known Violent Behavior

How can you find out this history?

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WARNING Signs in Behavior

Possible Pre-Attack Postures:

- Boxer Stance
- Shoulder / Stance Shift
- Handset (making a fist)
- Target Glance
- Thousand Yard Stare
- Closes Distance

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Set Boundaries to Behaviors

Patient / family demonstrates verbal, physical or emotional threats

1. Request the behavior stop
2. Inform them of the policy
3. Discontinue care
4. Notify staff or security for assistance
5. Request police



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Aggressive Patient or Family - Control Distance

- ▶ 10 feet - **Social Distance**
(Hallway or doorway)
 - Assessment for safe distance
 - "Is it safe to move forward"
 - If not, can the care wait?



- ▶ 5 feet - **Personal Distance**
(Foot of the exam bed)
 - Continue to assess for danger observing body language and dialogue as you move closer



- ▶ 2 feet - **Intimate Distance**
(Alongside patient bed)
 - Only when physical contact is necessary

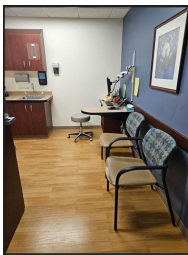


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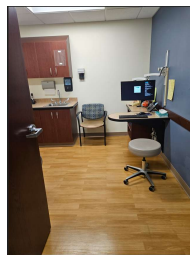
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Aggressive Patient or Family - Adjust the Workspace

Normal Exam Room



Adjusted Exam Room



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Principles of Verbal De-Escalation

- Respect Personal Space
- Keep your hands visible
- Do not respond to anger
- Have a clear exit
- Use a calm tone of voice
- Take a breath

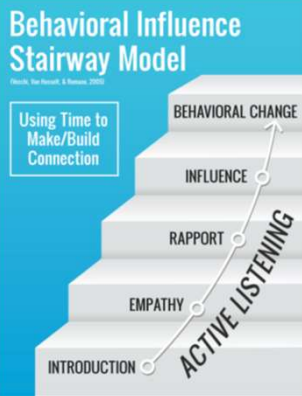


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De-escalation

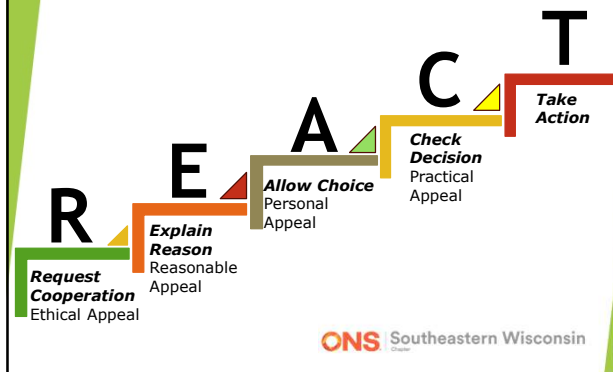
Strategies and tactics used to control a volatile situation with an aim to reduce the risk and keep everyone safe



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Steps to Arbitrate and Gain Cooperation



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Develop an Exit Strategy

Strategically exit the room or area

- **Know your exits** before you need them
- Your safety is always most important!
- I don't seem to be able to help you with your concerns, but I will contact someone can and get right back to you.
- Your concerns deserve more attention than I can give them, but I think I know someone who can help you.
- Your concerns are important to me, as the next step let me talk to my to see what can be done.



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Questions



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Personal Safety Tactics

"Non-Violent Posture"

Utilize the **"Non-Violent Posture"** - If someone is coming toward you, hold out your hands in front of you (creating a barricade) and tell them to stay back,



Your stance should be balanced, athletic and professional

- Feet at least shoulder width apart
- Your dominant foot back slightly
- Hands should be open above your waist
- As the situation escalates, so should your hands
- Protect your head (computer)

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