

MPCA Integrated Teams Front Office Course

Session 2

Check in

Mindfulness moment

De-escalation Strategies

Sharing

De-escalations: System view

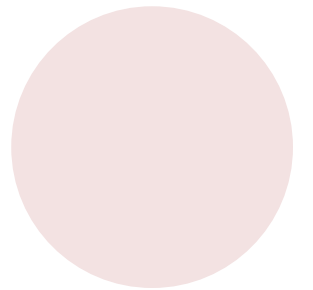
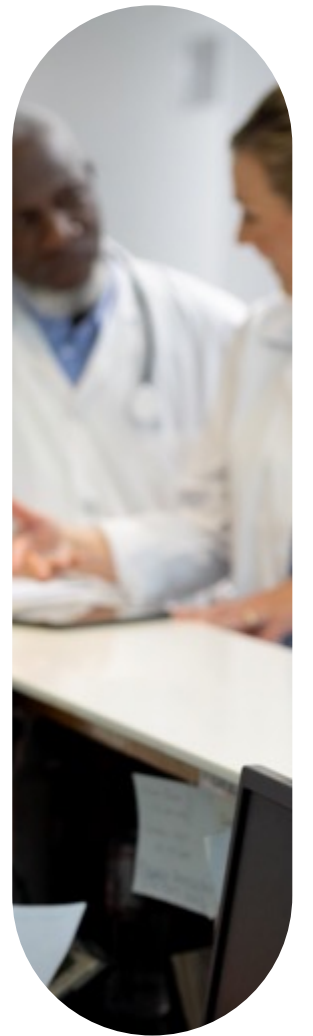
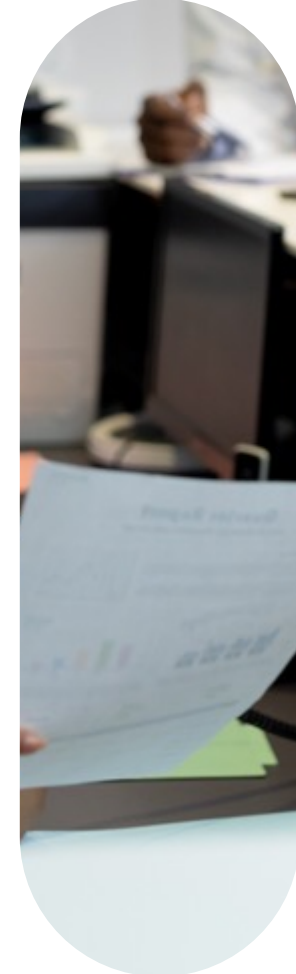
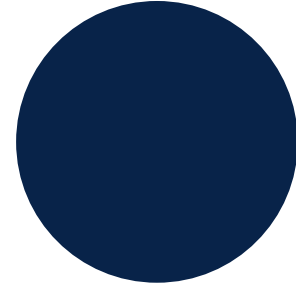
Sharing

Closing

**What do I most
want to give myself?**



Trauma- Informed De- Escalation



Self-Compassion





Types of escalations

Psychosis

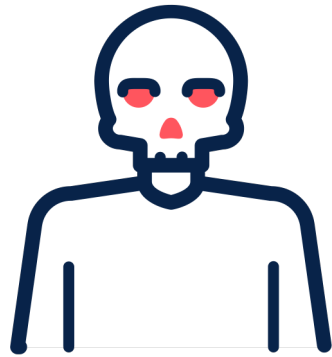


Fear, anxiety



Frustration, Anger





Physically
threatening



Verbally
hostile



Visibly
agitated

Escalated Behaviors....?

- ✓ Have increased
- ✓ Have decreased
- ✓ About the same



We've likely
been (or been
related to) an
escalated
patient

Why are escalated
behaviors problematic?



Touches on
Childhood
Experiences



Dis-regulation



Re-Traumatization



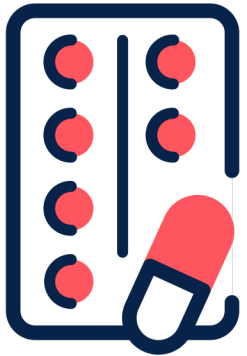
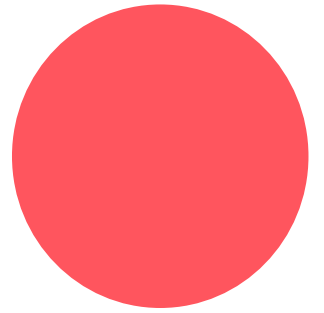
Mistrust

Verbal Abuse

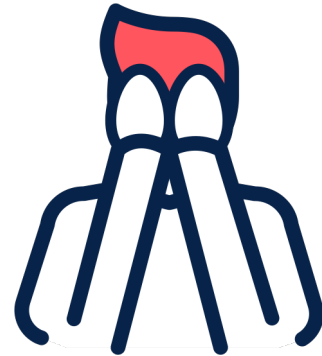
70%
of
receptionists



Risk Factors for Aggressive Behaviors



Chronic Pain or
SUD



Protective
Empathy



Not feeling heard



Wound to dignity



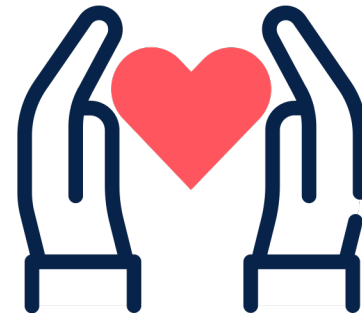
The goal of de-escalation is always **only** emotional and physical safety for everyone



Being Right
Explaining Rules
Imposing Consequences



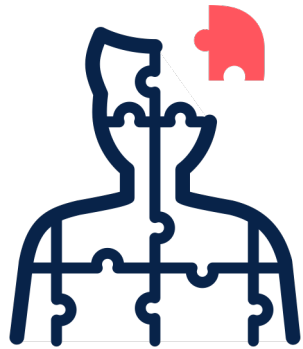
Is always
relationship-
based



Depends on our
ability to
manage
ourselves



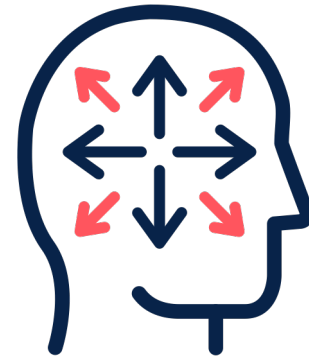
Self-assessment



My history



My
personality



My skills





Menti.Com

1505 3548

What do you know
about yourself and
your response to anger?



Prevention





- Eye contact
- Smile
- Greeting
- Names
- Humor
- Compliments
- Affirmations
- Offerings



Team Conversations:
enhancing support for
each other &
effectiveness during
escalations

What would you share with
your team, about your
capacity/preferences for
de-escalation?



Early & Middle Intervention

Sighs

Pacing

Stare

Irritable

Agreement

Repeating

Arguing

Shrugs

Raised voice

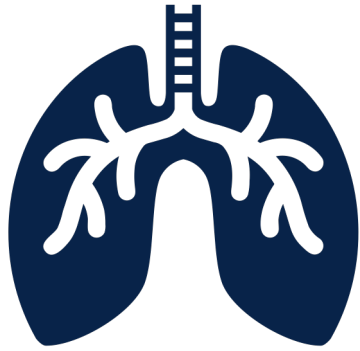
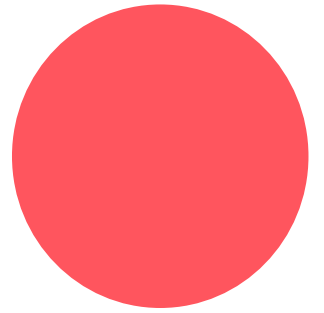




Helping people
activate their
pre-frontal cortex



Managing Ourselves



Breathing



Self soothing

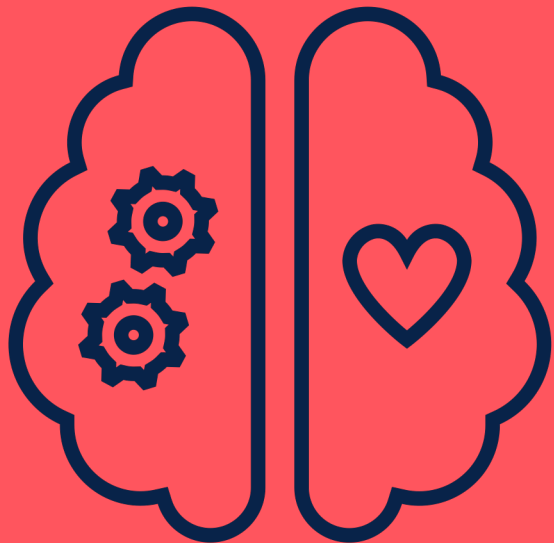


Empathy
hacks

Humanize & Soothe

1. Use names
2. Humanize Self
3. Reflect feelings *(focus less on their words)*
4. Offer something
5. Agree
6. Apologize





01

Feelings Reflection: *"You are angry" or "You're really frustrated with us"*

02

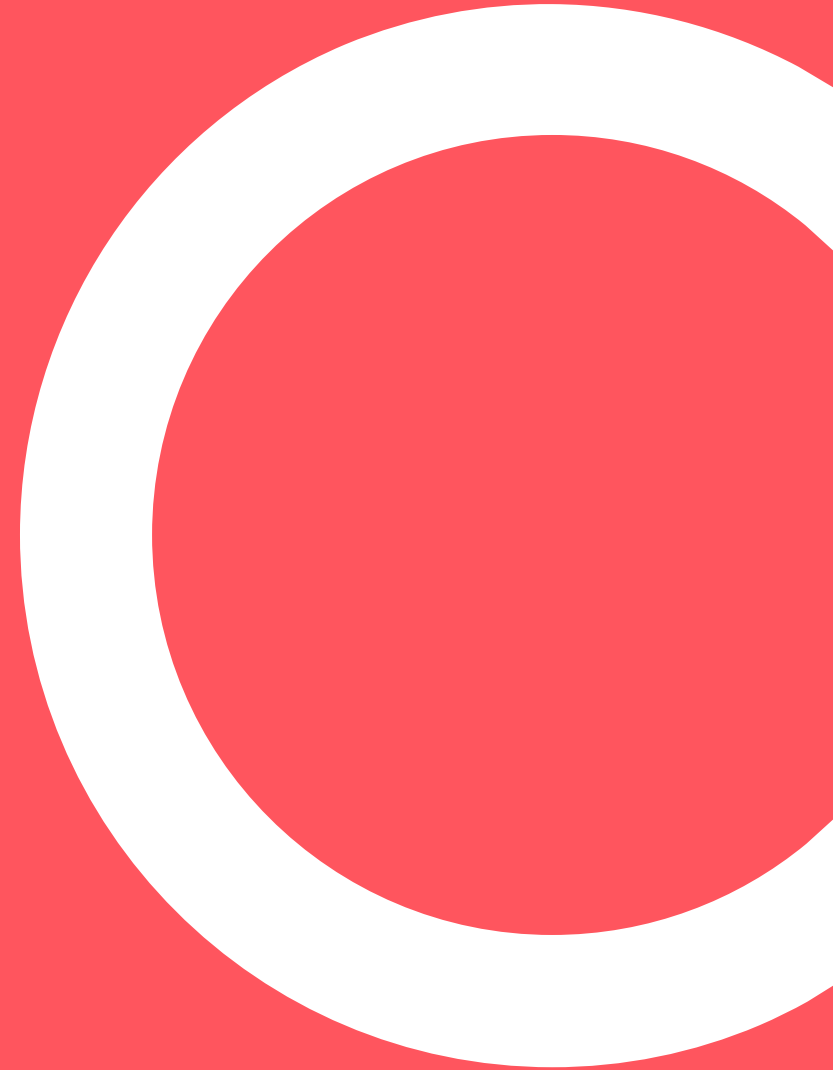
Normalize & Agree: *"I'd feel the same way" or "Anyone would be frustrated"*

03

Affirm: *"I appreciate you sharing this with us" or "Thank you so much for keeping your cool. It isn't always easy to do"*

Setting Limits

- "If you continue to swear at me, I'm so sorry, I'll have to end this phone call"
- "If you aren't able to lower your voice, I'm afraid I won't be able to continue this conversation with you."



Policies, Procedures and Practices

Track Incidents

- Define and document all incidents as critical; review as part of QI; track trends and set goals

Support Staff

- Identify in interviewing; train; provide debriefing; facilitate team communications

Support Patients

- Develop protocols for following up with patients who have escalated; standardized outreach to patients who witnessed.

Course Companion Guide

Today's topic: pages 41-48

Montana Primary Care Association: Integrated Team Care Front Office Support Guide



Next Session February 3: Trauma Informed Care

- Session 4: Enhancing Team Trust
 - Session 5: Mitigating Bias & Stigma
 - Session 6: Self-care
-

www.emorrisonconsulting.com

