

WHEN THE GOING GETS TOUGHER

Guidelines for facilitating communication

- Speak in a normal tone.
- Don't raise your voice or shout.
- Realize that speaking more loudly does not increase comprehension.
- Speak to an adult patient on an adult level.
- Remember that impaired communication does not indicate impaired intelligence.
- Avoid carrying on more than one conversation at a time.
- Ask simple questions that require simple answers.
- Keep the atmosphere quiet and relaxed.
- Reduce or eliminate environmental noises.
- Make sure that you have the patient's attention before you speak.

Nine rules of escalating difficult patients

-  Set Limits
-  Don't provoke the patient
-  Recognize the patients wants and feelings
-  Agree with the Patient
-  Listen
-  Be concise and repeat yourself
-  Respect personal space

References: Mohr, W. K. (2013). Psychiatric-mental health nursing: Evidence-based concepts, skills, and practices (8th ed.). Philadelphia, PA: Lippincott Williams & Wilkins

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