



Treating Difficult Patient Situations

“The customer is always right.” However, in healthcare, situations often become elevated to the point where things are most certainly not right.

If your situation is like that of most healthcare organizations, then your employees feel overworked, overstressed, and are facing a unique set of challenges above and beyond those endemic to the current state of healthcare. While your employees are widely skilled clinically, the impact of acquisitions, personal life challenges, staffing levels, and a change in the types of patients all combine to threaten your goal of delivering on your hospital’s promise for customer service.

A Proven Program Integrated with *Your Service Culture*

The goal is to provide your clinical staff with specific interpersonal skills they can use to improve patient interactions.

Additionally, we can further customize it to your organization’s or department’s goals and service behaviors.

The Program Overview

The overlaying theme of this 4-hour workshop is Diagnosis, Prescription, Medication. Difficult patient interactions require the proper emotional “diagnosis” to understand what is going on (and the underlying causes) and a “prescription” of appropriate, job-specific skills. By the end of the program, participants have a variety of interpersonal skill “medications” that they can elect to use to handle the situations they face.

This concept of having a choice in how to respond is critical to the acceptance of the skills... just like similar but different drugs may be prescribed for the same patient by different doctors.

- *Module 1- Understanding Patient Expectations*: Explore the importance of effectively handling interactions for patients, family members, co-workers and for the participants themselves.
- *Module 2- The “Caring Prescription”*: To provide participants with a variety of job-specific skills that they can use to handle difficult patient interactions, as well as enhance everyday patient and co-worker interactions.
- *Module 3- Really Difficult Situations*: To assist participants with specific skills and strategies to resolve patient situations in a way corrects or minimizes negative consequences to the patient, the caregiver and the organization.
- *Module 4- Service Recovery*: To share with participants the elements of the service-recovery mnemonic “**L-A-S-T-Plus**,” which is used when a mistake – real or perceived – has occurred.

The goal is to have every participant leave this program re-energized, knowing what they need to know and feeling like they are an integral, trusted and empowered member of your organization.

Call or email us today for a telephone appointment where we can discuss next steps toward a great program.



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