

"Dealing With Difficult
Patients/People...And
Looking Forward To It"

Steven K. Shama, M.D., MPH

1. History of the Presentation
2. Definition of “Difficult”
3. Who Are These People?
4. What Goes Into Making A Difficult Situation?
5. General Approaches in Dealing with Difficult Patients
6. Specific Examples of Dealing with Difficult Patients
7. Review

1. History of The Presentation (or, how did I get into this business!)

A. Risk Management courses...teach how to be CAREFUL...
CARE FULL

B. Role playing session 3-4 hours

C. Condensed version for two hours

D. Reader's Digest condensed version
given around the country for the last 15 years

The session helps anyone with any stressful issues...

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Definition of “Difficult”

A difficult person is one who elicits in you an emotion that you would prefer not to have.

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3. Who Are These People

- who are making our lives so upsetting
- why have they been sent?
- They come in with their BAGGAGE!

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4. What Goes Into Making A Difficult Situation?

- It takes two...You...innocent you!
- You don't like their baggage
 you have a hook for their baggage
 and you come in with your own
baggage!
- Story of My Birthday...

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5. General Approaches in Dealing With Difficult Patients

- A. Thank you for
being such a pain!!
Look forward to those difficult people.
- B. Be curious... not critical
- C. The "I know" phenomenon. Beware of it!!
- D. AIKIDO
the martial art of making peace...
finding harmony...finding balance.
- E. Just Shut up and listen! Be in the moment...

5. General Approaches in Dealing With Difficult Patients

F. The SECRET

sending out positive energy.

G. Have positive stories.

Find the things in life that work, not that are broken.

H. Remember, it's not what you say

it's where it's coming from.

I. Embrace others with your words...

"Call me anytime you are concerned"

J. Snoopy Licks

K. I'm Sorry

- --Major Theme in --A Just Culture
- “A Trust Culture”...
- “How To Raise A Healthy Child”
- I trust you, I believe in your inherent goodness, your inherent worth. There is so much hope for the world because you are alive.
- I will understand and console you and often excuse your human errors. I will coach you to correct at risk behavior. Know that I will discipline you for reckless behavior.
- I will be fair and just. You need you to trust me. I believe in you.

- National Physician Data Bank vs
- "You're On Report"...
- For doing something kind, caring, compassionate
- (Story of young man in nursing home).
- "All Staff...It Is Your Duty To Report All Acts Of Caring and Empathy Today and Every Day"

- Consider the signs that are up in your institution. How many signs have the word "No" in them or suggest a negative consequence?
- ...Co-pays must be made before your office visit
- ...Patients who are late more than 15 minutes will need to reschedule their appointment.
- ...We do not validate parking.
- ...Missed appointments will be charged \$50.
- ...Proper Referrals are YOUR responsibility.
- ...??
- How can we change the seemingly "negative" climate?
- To That Which We Give Attention Grows.

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7. Review:

What were your **OOOHS...**

your **AHHHS...**

your **MMMMS...**

and your **WOWS ...**

These people are messengers

Be **CARE FULL**

Curious not Critical

The "I know" phenomenon

AIKIDO

Just Shut up and Listen

Send positive energy

Snoopy Licks

I'm Sorry

And remember, this has been
one man's opinion.

THANK YOU!!

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