Effectively Managing Patient Mistreatment/Aggression toward Students and Healthcare Providers

Sessions on Medical Education
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Session Plan: In this session, we will present programs used at the Stanford University School of Medicine: trigger video discussions and role-playing with trainees, de-escalation techniques and development of a comprehensive plan for institutional response. Attendees will be able to learn how to incorporate trigger videos and role-playing scenarios created at Stanford to illustrate patient mistreatment of students and raise awareness of and empower students to address the problem. After a short presentation of introductory information, we will break up into small groups to allow participants to work through a mistreatment event from a trigger video to facilitate problem solving. Emphasis will be on discussions with students/healthcare professionals who are victims of micro and macro aggressions from patients, identifying opportunities for student/healthcare professional empowerment and techniques to address and de-escalate these issues, and the development of systems approaches to prepare for incidences of threatening patient behavior. The groups will then convene and present insights gained through these presentations and discussions.

All attendees will be given access to the trigger videos and facilitation guides to download for use at their home institutions. We will introduce educators to key points on empowering students to interact with patients who are not exhibiting respectful behavior. A guide to de-escalation strategies will be made available to all attendees. Finally, educators will have the opportunity to learn how to quickly identify lapses in communication and those techniques, such as identification of emotions, empathy, and listening that can mitigate the problem.

Session Agenda:
Introduction 7 minutes
Trigger Video: Racism by Patient toward Student 15 minutes
Small group activity
Whole audience report out
Presentation of De-Escalation Strategies 5 minutes
Trigger Video: Threat of Physical Violence by Patient 15 minutes
Small group activity
Whole audience report out
Role-play: Aggressive Parent 15 minutes
Development of systems based program for intervention 15 minutes
Small group activity
Whole audience report out
Concluding remarks 3 minutes
Total Session 75 minutes

Participants will complete pre- and post- workshop questionnaires that will be analyzed quantitatively and qualitatively.

Table discussions will appoint one designee to document discussion points on a provided guidance sheet/grid. The groups will be given time to complete the forms summarizing their small group discussions and issues identified. Small group report-outs to the whole audience will be guided by the discussion grids for break-out groups.
Learning Objectives:
1. Understand the definition of patient mistreatment and recognize instances of patient micro and macro aggressions toward healthcare professionals/students.
2. Be aware of the interdependencies of the patients disease state, the therapeutic alliance, the team hierarchy, patient safety and healthcare provider well-being.
3. Employ effective strategies to deal with witnessed or experienced instances of patient mistreatment and threatening behavior toward healthcare professionals/students.
4. Construct a preemptive action plan for yourself and your institution to address patient mistreatment effectively when it occurs.