Why Can’t We All Just Get Along?

OFFICE STAFF RISK MANAGEMENT SEMINAR 2013

SVMIC

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RISK MANAGEMENT SEMINAR
Audience Response System

- LCD Response Card
- 1/A, 2/B, 3/C, etc.
- Takes only the last answer
- Some answers allow ranking for multiple responses
Objectives

- Recognize common types and warning signs of difficult patients and coworkers;
- Understand how difficult behaviors place the practice and patients at risk; and
- Implement strategies to address common risk issues associated with difficult behaviors.
Why Discuss Difficult Patients

- Burnout
- Fatigue
- Errors
- Marketing
- Litigation
Where Conflict Occurs

• Phone
• Reception, registration
• Waiting
• Clinical encounter
• Tests and treatment
• Follow-up
Traits of Difficult Patients

- Complaints
- Unmet expectations
- Unwarranted tests and prescriptions
- Unrealistic
- Multiple symptoms
- Disrespectful
Types of Difficult Patients

- Reject help
- Self destructive
- Clingy
- Demanding
- Angry
Video

The Dependent Clinger
Part I
The Dependent Clinger – Issues

- Patient
  - Personal relationship
  - Special patient
- Physician
  - Mixed messages
  - Informality
The Dependent Clinger
Part II
Dependent Clinger - Strategies

- Establish boundaries
- Regular appointments
- Focus visit
- Team approach
- “What do you want to accomplish?”
Video

The Angry Patient
The Angry Patient - Issues

- Physician
- Receptionist
- Nurse
- Patient
The Angry Patient - Strategies

- Do what you say
- Realistic expectations
- Acknowledge motivation
- Acknowledge failure
Threatening Patient Strategies

- Private Area
- Code to alert staff
- Bring in physician
- Emergency plan
- Document
Complaint Management - Steps

- Designate staff
- Private
- Listen
- Don’t be defensive
- Blameless apology
- Use patient name
- Kindness
- Take notes
• Acknowledge
• Research
• Follow through
• Involve patient
• Give choice
• Grateful
• “Is it okay now?”
Complaint Management - Body Language

- Arms open
- Lean forward
- Slow, steady breathing
- Pause before responding
- Eye contact
- Same level
Developing Patient Centered Strategies

- Collaboration
- Empathy
- Eliminate bias
- Patient agenda
- Encounter vs. Visit
Why Discuss Coworker Relationships

- Low morale
- Turnover
- Inefficient
- Errors
- Patient satisfaction
- Litigation
- Unhappy employees = unhappy patients
Types of Difficult Coworkers

- Lazy
- Work harder
- Bully
- Gossipy
- Negative
- Drama queens or kings
- Narcissists
- Blamers and finger pointers
- Overly sensitive
- Personal life
Video

I’ve Got Your Report
I’ve Got Your Report - Issues

- Communication
- Horizontal hostility
- Unrealistic expectations
Horizontal Hostility

- Physical, verbal or emotional abuse
- Cannot express anger to abuser
- Ripple effect
- Aggressive behavior
- Ineffective communication
Horizontal Hostility Behaviors

- Verbal, non-verbal
- Undermining, withholding information, sabotage, backstabbing
- Infighting
- Gossip
Horizontal Hostility Strategies

- Speak up
- Confront offender
- Check your behavior
- Arm yourself
- Create shared values
- Enlist support
- Don’t be a bystander
I’ve Got Your Report - Strategies

- Communication
- Establish expectations
- Shared values
Text Me
Text Me - Issues

- Professionalism
- Generational
- Communication
Text Me - Strategies

- Code of conduct
  - Core values
  - Positive examples
  - Unacceptable behavior
- Communication
- Respect and understand working styles
- Hire for attitude
- Interact
Developing Effective Teams

- Shared goals
- Clearly defined roles
- Shared knowledge and skills
- Effective, timely communication
- Mutual respect
- Optimistic, can-do attitude
Emotional IQ

- Self aware
- Self control
- Remove yourself
- Empathy
- Listening
- Resolve conflict
- Cooperate
Confidentiality

- Applies everywhere
- Need to know
- Legal responsibility, HIPAA
- Ethical responsibility
- Personal liability
I Can Keep A Secret
Takeaways

• Listen
• Identify triggers, red flags
• Communicate
• Be respectful
• Look for motivation
• Don’t take it personally
A team is not a bunch of people with job titles but a congregation of individuals, each of whom has a role that is understood by other members.

-Meredith Belbin, PhD