



# CARING FOR THE CHALLENGING PATIENT: MANAGING DISRUPTIVE BEHAVIORS

Patients and their caregivers may display challenging behaviors that prove difficult for healthcare professionals to handle. Negative interactions between a patient and a physician, other healthcare professionals or associated staff can increase professional liability risks. There are numerous variables that play a part in these situations. Identifying these factors and utilizing key concepts to improve communication are vital components for enhanced patient relationships. This program provides an overview of difficult interaction scenarios, the contributing factors that can influence patient behaviors and NORCAL’s risk management recommendations for improved patient engagement when faced with these conflicts.

## Learning Objectives

This live educational activity will support your ability to:

- » Identify contributing factors that may trigger disruptive behaviors
- » Recognize associated risks with difficult patient interactions
- » Utilize concepts for conflict de-escalation
- » Apply risk management recommendations for improved patient engagement



**Thursday, July 11, 2019**  
4:00 p.m. PST / 6:00 p.m. CST / 7:00 p.m. EST  
**Duration: 1 hour**



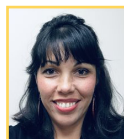
This webinar is designated for a maximum of **1 AMA PRA Category 1 Credits™**.



You must register to attend.  
[norcal-group.com/CME](http://norcal-group.com/CME)

*Open to All: Please post and share among peers and partners*

## Presenter



**Cyndi Nation MBA-HCA**  
Senior Risk Management Specialist,  
NORCAL Group

## In Partnership With



*Free Membership. Priceless Savings.*

### CME Information and Disclosure

NORCAL Mutual Insurance Company is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

NORCAL Mutual Insurance Company designates this educational activity for a maximum of **1 AMA PRA Category 1 Credit™**. Physicians should only claim credit commensurate with the extent of their participation in the activity.

The faculty member — Cyndi Nation MBA-HCA (Senior Risk Management Specialist, NORCAL) — has no relevant financial relationships to disclose. The planners for the activity — Ginger Kelley (Regional Manager, NORCAL), Christina Cassidy, RN, BSN (Regional Manager, Risk Management, NORCAL) and Shirley Armenta (CME Manager, NORCAL)-have no financial relationships to disclose.