Patient and Staff Professional Relations

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Don’t fall into a snake pit

Why are borders important

• Sets the tone for the entire environment
• Sets expectations for both patients and staff
• Prevents chaos
• Establishes operating areas
• Establishes clear guidelines

How to deal with any breach in professionalism...rule #1 isolate!

• Identify opportunity in every situation
• Never act surprised at situations
• Don’t make yourself a target for difficult people
• Bring out the best in people...search them out
• Watch out for hot buttons
• Avoid saying no, give options
• Bring out the best in people
• Provide an alternative
• Someone has to be in charge, sometimes indirectly
• Demonstrate staff unity
• Avoid excuse makers and blamers

What are “Hot Buttons”

• This is for the audience to participate...
• What are your pet peeves?
• What is one word that sets you off?

Role of leadership

• Sets the tone for the team
• Controls the environment
• Protects patients and staff
• Must be responsible for all
• Both staff/patients look to you
Treat both patients/staff w/ CRS

• Courteous
• Respect
• Sensitivity

Patient Concerns

• Access to Care
• Information
• Visitors
• Consent
• Refusal of Treatment
• Privacy and Confidentiality
• Emergency Care and Treatment
• Continuity of Care and Proper Consultation
• Hospital Cost
• Personal Safety

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Staff Concerns

• Patient Responsibilities
• Clinic Rules and Regulations
• Reporting Concerns
• Explanations and Information
• Decisions Regarding Health Care
• Respect and Consideration
• Being Honest

Different types of People

• Know-it-alls
• Passive people
• Dictators
• Spectators
• Yes People
• No People
• Grippers
• Gossipers
• Problem causers
• Problem solvers

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Communication

• Eye-to-eye contact
• Language
• Tone
• Elements of communication
• Listening skills
  – Listen first to patients
  – Repeat what is heard
• Non-verbal
• Actions speak loudly

CAUSES of CONFLICT

• INDIVIDUAL DIFFERENCES
• MISUNDERSTANDING / CIRCUMSTANCES
• CONFLICTING PRIORITIES
• UNREALISTIC GOALS

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Crafting Solutions

• Greet and Identify Yourself
• Attain and Maintain Comfortable Eye Contact
  Listen...Listen...Listen...and then....
• Rate and Assign (0-10) a level of difficulty you are being presented with
• “Close the Distance”
• Identify your Position
• Let the patient know what you can/cannot do
• Go the extra mile...make them want to come back

APPRAOCH

• COLLABORATION
  – An attempt by both sides to satisfy all parties involved by honest discussion of differences
  – Both sides achieve their goals
• EFFECT ON INDIVIDUALS
• EFFECT ON GROUP PERFORMANCE

Crafting Solutions

• Determine “Essential” Responsibilities
• Identify Prudent “Working” Solution(s)
• Develop a plan directed towards implementing your Solution(s)
• Execute Your Plan
• Document
• Assess the outcome from your patient’s point of view
• Assess the outcome for you and your office
• Share your experience(s) with all office members (staff meeting)

Pearls

• Set... Limits
• Use... Subtle Calming Voice
• Be ... Mindful of your Perceived Body Language
• Try... To place yourself in their situation
• Do... Allow patients the opportunity to offer solutions
• Be... An “Active Listener”
• Be... Sympathetic
• Do... Offer Hope
• Know.. When to “cut your losses” and release patient from your care
• Do... Contact authorities / police without delay when necessary

Lynn’s three rules

• Rule #1... there is NEVER a reason to be rude to patients
• Rule #2... there is NEVER a reason for patients to be rude to the staff
• Rule #3...there is never a reason for the staff to be rude to each other

Resolve

• The ability to handle contrary and cantankerous people with determination and diplomacy is a valuable skill for anyone
• Go the extra mile
• Under promise, but over deliver
• Communicate with tact and skill
• Never let the 211 degrees get any hotter
• Document, document, document
Resources:

- [www.careertrack.com](http://www.careertrack.com) 800-556-3009
- Bass, Bernard (1990) Organizational Dynamics

Thank you

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