

Caring for Difficult Patients

Satellite Conference and Live Webcast

Wednesday, June 8, 2011, 2:00-4:00 p.m. (Central Time)

3:00-5:00 p.m. (Eastern) ■ 1:00-3:00 p.m. (Mountain) ■ 12:00-2:00 p.m. (Pacific)

Faculty:

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Program Objectives:

1. Verbalize medical and psychological factors that increase stress.
2. Verbalize caregiver issues and concerns that increase stress for the patient and family.
3. Verbalize ways to respond to patients and caregivers under stress.
4. Verbalize negative behaviors related to depression and learn ways to communicate with depressed patients.
5. Verbalize negative behaviors related to dementia and delirium.
6. Verbalize methods to better communicate and care for patients with dementia and delirium.

Conference Details:

Target Audience: Home health nurses, home health social workers, Alabama Department of Public Health E/D and HIV/AIDS Waiver case management staff

Continuing Education: Nurses (pending), Social Workers 1.75 hours

Registration: www.adph.org/alphtn

Technical Information: To receive complete technical information you must register at www.adph.org/alphtn

Satellite - Live satellite conference on C band (analog).

Webcast - Watch with RealPlayer or Windows Media Player. Test your computer with the "test connection link" at www.adph.org/alphtn

Audio - To listen by phone, call 1-888-557-8511. Enter access code 972-1530 #. Press # again to listen to the conference.

On Demand - Available 2-3 business days after the live broadcast from the On Demand page of our website.

Conference Materials: Posted on our website approximately one week before the program for registered participants.

Conference Details Questions: Call: 334-206-5618 | Email: alphtn@adph.state.al.us

Patients can be difficult for a variety of reasons: personal, psychological, medical. While the reasons for a patient's behavior vary, the one thing that's constant is the notion that at some point, you will care for a difficult patient. So how do you provide them with clinically and ethically sound care? Program faculty will discuss this and offer suggestions on how to create a more positive environment for your difficult patient's care.

****This training is a required in-service for 2011 for E/D and HIV/AIDS Waiver case management staff employed by the Alabama Department of Public Health to include Case Managers, Area Social Work Managers, and Area Social Work Directors who have direct client contact.****

****The Alabama Department of Public Health is an approved provider of continuing nursing education by the Alabama State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. ****

****The content of this program is based on the policies and procedures of the Alabama Department of Public Health, Alabama and federal statutes, rules, regulations, and guidelines. Viewers not employed by the ADPH should always check to clarify whether the content is accurate according to the statutes, regulations, and policies of their jurisdiction and agency. ****