

# CARING FOR DIFFICULT PATIENTS

## **Satellite Conference and Live Webcast**

**Wednesday, March 9, 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)

*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.*

### **PROGRAM OBJECTIVES:**

1. Identify medical and caregiver situations that increase stress.
2. Develop ways to respond to patients and caregivers exhibiting stress.
3. Identify negative behaviors related to depression and learn ways to communicate with depressed patients.
4. Identify negative behaviors associated with dementia and delirium.
5. Develop methods to better communicate and care for patients with dementia and delirium.

### **FACULTY:**

**Carolyn O'Bryan-Miller, LCSW, PIP**  
Social Work Consultant  
Bureau of Home and Community Services  
Alabama Department of Public Health

### **CONFERENCE DETAILS:**

**Target Audience:** Home health aides, home attendants and other professionals and family workers who administer and care for patients in the home setting.

**Continuing Education:** No CEUs offered.

**Registration:** [www.adph.org/alphtn](http://www.adph.org/alphtn)

**Technical Information:** To receive complete technical information you must register at [www.adph.org/alphtn](http://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](http://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](mailto:alphtn@adph.state.al.us)