

De-escalating Consumer Behaviors in Traditional and Nontraditional Health Care Settings

Satellite Conference and Live Webcast

Monday, March 30, 2015, 1:00-3:00 p.m. (Central Time)

2:00-4:00 p.m. (Eastern) ■ 12:00-2:00 p.m. (Mountain) ■ 11:00 a.m.-1:00 p.m. (Pacific)

Agitation is an acute behavioral emergency requiring immediate intervention. Traditional methods have been replaced with a much greater emphasis on a noncoercive approach. Experienced practitioners have found that if such interventions are undertaken with genuine commitment, successful outcomes can occur far more often than previously thought possible. Program faculty will provide training for service providers on how to de-escalate patients and clients with disruptive behaviors.

Program Objectives:

1. Explain ground rules and how to set appropriate boundaries with patients and clients.
2. Identify different communication styles when working with aggressive personalities in private and professional settings.
3. Discuss interpersonal skills that are needed when providing services to disruptive groups.
4. Address different types of behaviors that require de-escalation in clinics, social service agencies and disaster settings.

Conference Details:

Target Audience: Community Health Care, Behavioral Health and Social Service Providers, including and not limited to professional staff working in Alabama Public Health Clinics, Home Health and Bio-monitoring programs

Continuing Education: Nurses 1.9 hours, social workers 1.9 hours

**Non-ADPH employees are charged a fee to receive CE Certificates. Additional information can be found at www.adph.org/alphtn*

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

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

The Alabama Department of Public Health is an approved provider of continuing social work education by the Alabama Board of Social Work Examiners.

Faculty:

Ava Gregory, MA, ICPS, CPM
Alabama Alcohol and
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