

De-Escalation in Care Settings

This course prepares clinicians to lead difficult conversations and de-escalate tensions with clients. Learners are introduced to the Calm, Assess, Facilitate de-escalation framework and motivational interviewing techniques for managing client agitation. Participants practice using the framework and techniques in a role-play conversation with a virtual client using opioids.



Simulation Duration:
20 minutes

Contents and Learning Goals

- ✔ Apply de-escalation steps techniques to manage a client who is becoming frustrated or confrontational.
- ✔ Understand the impact of psychosocial and pharmaceutical factors on clients struggling to manage pain using prescribed opioids.
- ✔ Identify early warning signs a client may be becoming frustrated or confrontational.
- ✔ Recognize when a confrontational client is ready to discuss behavior change.
- ✔ Follow protocol around reporting and seeking support when working with a confrontational client.

Case

Conversation Time: **10 min**
Communication Skills Didactic: **6 min**



NAME
Kai Davis

AGE
56

PRONOUNS
he, him, his

SCENARIO

Kai is new to your care team and is seeking a refill on his opioid prescription. There are concerns that he is misusing his medication.

GOALS

Manage Kai's agitation and frustration, and help him understand the impact and risks of his behavior.

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