

## SGH Patient Safety Summit Series Managing the Disruptive Patient

This activity describes approaches for both crisis intervention and behavior de-escalation including communication techniques and environmental interventions.

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### Educational Objectives:

Following the completion of this activity, participants should be able to:

- Recognize risk factors and precipitants of potentially dangerous behaviors in the disruptive patient
- Differentiate between common behaviors associated with medical conditions versus mental health conditions in the disruptive patient
- Describe approaches for both crisis intervention and behavior de-escalation including communication techniques and environmental interventions

**Cost:** Complimentary

**Commercial Support:** None

### To Earn Credit:

1. Go to: [www.sharp.com/cmeportal](http://www.sharp.com/cmeportal) and log in to the **CME Portal**
2. Select **Online Courses** from top menu
3. As needed use search box, entering "*Disruptive*"
4. Complete the pretest
5. Review the content
6. Complete the posttest – Must score 80% to earn credit
7. Complete the activity evaluation – Must be completed to earn credit

**Anticipated Total time:** 45 minutes



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Cultural & Linguistic Competency: This activity is in compliance with California Assembly Bill 1195 which requires that all CME activities comprising a patient care element include curriculum addressing the topic of cultural and linguistic competency. The intent of this bill is to ensure that health care professionals are able to meet the cultural and linguistic concerns of a diverse patient population through effective and appropriate professional development. Cultural and linguistic competency was incorporated into the planning of this activity.