

# WELCOME

## Addiction Medicine ECHO Clinic



The session will begin promptly at 12 pm.



Please mute the audio on your device.



Sessions take place Thursday on the 2<sup>nd</sup> and 4<sup>th</sup> week of the month.



Please connect your camera.

Need technical assistance? Call [907.729.2622](tel:907.729.2622) or text your phone number into the chat.



ALASKA NATIVE  
MEDICAL CENTER



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Foundation for  
Opioid Response Efforts

# Recording

We will record the **didactic portion** of every session. After the session, the didactic portion of this clinic will be available on the ANTHC Addiction Medicine ECHO page.

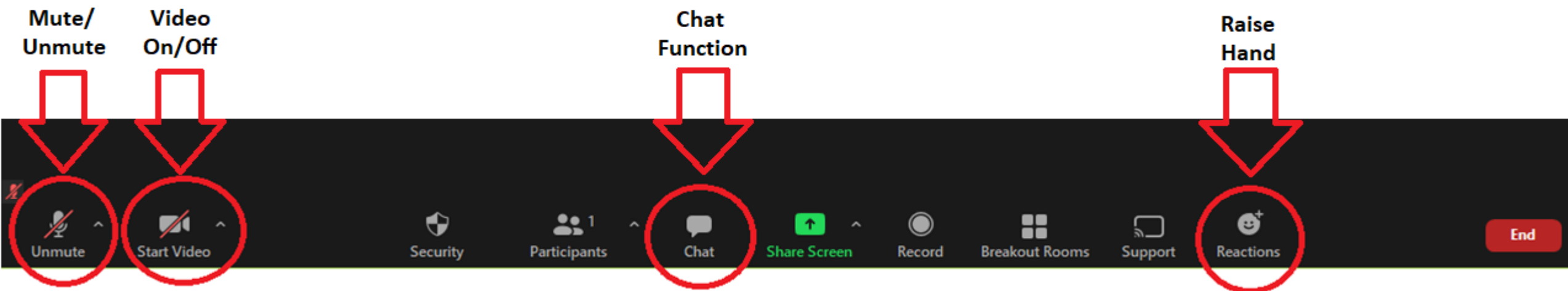
**By participating in this clinic you are consenting to be recorded.**

If you do not wish to be recorded, please email [behavioralhealth@anthc.org](mailto:behavioralhealth@anthc.org) at least one week prior to the ECHO Clinic you plan to attend.

# Some Helpful Tips

- ▶ Please mute microphone when not speaking
- ▶ Use chat function
- ▶ Position webcam effectively
- ▶ Test both audio & video

**Need technical assistance?** Use the chat function or call 907-317-5209



# ANTHC Clinical ECHO Series

## Approved Provider Statements:



In support of improving patient care, Alaska Native Medical Center (ANMC) is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

## Contact Hours:

ANMC designates this activity for a maximum of 25 contact hours, including 12 total pharmacotherapeutics contact hours, commensurate with participation.

## Financial Disclosures:

None of the presenters and planners for this educational activity have any relevant relationship(s) to disclose with ineligible companies whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients.

Approved for 1 CHAP CE

## Conflict of Interest Disclosures:

None of the presenters and planners for this educational activity have any relevant relationship(s) to disclose with ineligible companies whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients.

## Requirements for Successful Completion:

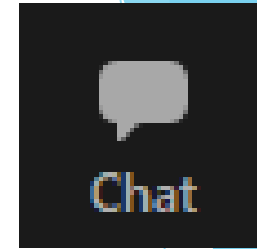
To receive CE credit be sure you are included in attendance record as directed by the facilitator/session moderator, and complete the course evaluation or post session survey via this link: <https://forms.gle/QhwCeGTf4zLNwpBX7>


For more information contact Jennifer Fielder at [jfielder@anthc.org](mailto:jfielder@anthc.org) or (907) 729-1387


# Introductions


## Addiction Medicine ECHO

- Please introduce yourself in the chat :
  - Name
  - Location
  - Profession/Credentials
  - *Note:* The chat will be saved as our attendance record for continuing education credits.



 Chat

To: Everyone 



Name, Location, Credentials: Jane Doe, MD, ANTHC|

# Building a Therapeutic Relationship

- ▶ Beverly Holmes, MBA, CHAE, CHTP  
Alaska Pacific University  
July 14, 2022

# Conflict of Interest Disclosure

▶ None

# Objectives

- Review ways to develop rapport with patients.
- Identify 5 common types of difficult behaviors that people exhibit
- Learn coping strategies for each type



# Understanding Motivation

- ▶ What a person seeks is revealed in conflict
- ▶ The presented behavior may be coping mechanism and not who they are
- ▶ We change when we get upset

# Covey's Wisdom About Empathy from *7 Habits of Highly Effective People*

## ▶ Habit #5

- ▶ Seek first to Understand, then to be understood
- ▶ Next to physical survival, the greatest need of a human being is *psychological* survival
- ▶ The *need to be understood*, to be affirmed, to be validated, to be appreciated

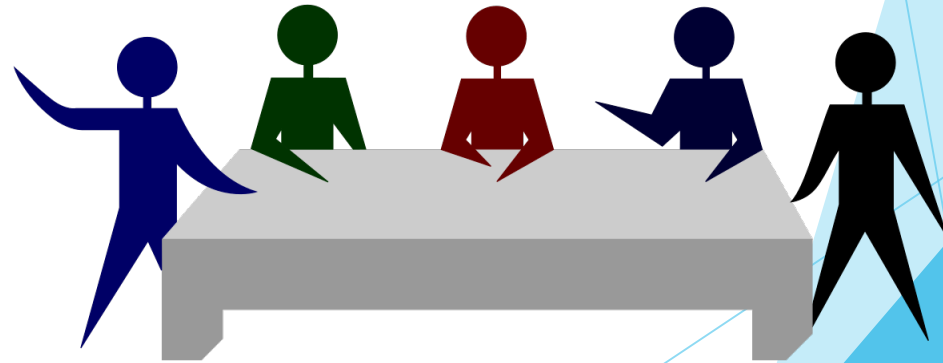
# 6 Tips for Dealing with Difficult Behavior

1. Listen
2. Don't get defensive or take it personally
3. Find out what they really want
4. Discuss alternatives
5. Take responsibility for what you CAN do
6. Agree on action



# 5 Difficult Types

- ▶ Talkative
- ▶ Angry
- ▶ Know-it-all
- ▶ Indecisive
- ▶ Suspicious



# The Talkative Type

- ▶ Want to connect with you
- ▶ Think that you have plenty of time to be their friend
- ▶ Will get hurt feelings if told to go away
- ▶ Will take advantage of considerate behavior
- ▶ Give them in inch and they will take mile of your time



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# How to Work with the Talkative Type

- ▶ Ask closed questions
- ▶ Limit the time available for them to interrupt (don't have long pauses)
- ▶ Provide minimal response
- ▶ Smile and be pleasant, but don't encourage them
- ▶ Wind up - thank them for coming, walk them to the door but don't be rude or dismissive

# The Angry Type

- ▶ They express their anxiety with aggression
- ▶ Want to prove to you that they are important
- ▶ Think that you won't do anything unless they yell at you
- ▶ Looking for a fight



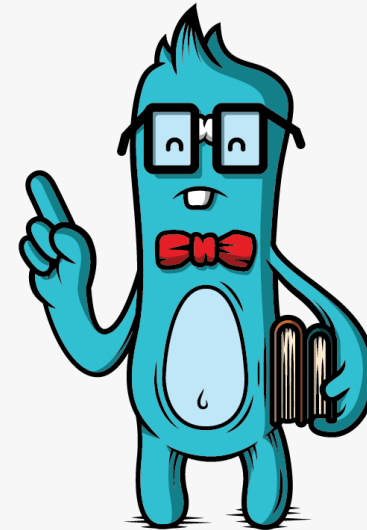
# How to Work with the Angry Type

- ▶ Listen carefully without interrupting so you understand the problem
- ▶ Empathize in a broad way
- ▶ Stay calm and remain polite
- ▶ Don't escalate the problem
- ▶ Don't take it personally, be defensive or blame others
- ▶ Propose an action plan and follow it
- ▶ Seek support if you are scared, if you can't agree on a solution or if they ask to see "whoever's in charge"



# The “Know It All”

- ▶ Are sure they are smarter than you
- ▶ Have had success in their lives by being “the smart one” so don’t want to give up that role
- ▶ Will try to play “gotcha”
- ▶ Do not want to work with you



# How to Work with the 'Know It All'

- ▶ Acknowledge what they say
- ▶ Compliment them on their research
- ▶ Be generous with praise
- ▶ Don't put them in their place no matter how tempting
- ▶ Don't try to be smart - you can't win!
- ▶ Ask them questions and use them to improve your knowledge

# The Indecisive Type

- ▶ Often feel overwhelmed
- ▶ Are not used to making decisions for themselves
- ▶ They bounce around and won't stay on track
- ▶ Need you to take control so they don't have to, then it's all your fault



# How to Work with the Indecisive Type

- ▶ Find out what they really want
- ▶ Ask them for the options
- ▶ Reflect back to them what they've said
- ▶ Assume control gently and point out the best course of action from what they've told you they need
- ▶ Be logical
- ▶ Confirm a plan of action with them
- ▶ Maybe even put it in writing

# The Suspicious Type

- ▶ Are pretty sure you are hiding something
- ▶ Will look for inconsistencies and think that you're lying
- ▶ They have likely had some bad experiences in the past and are taking it out on you
- ▶ Will want to know where you went to school, your certifications and see your diploma



# How to Work with the Suspicious Type

- ▶ Establish your credibility
- ▶ Ensure you know your procedure or service well
- ▶ They will try and catch you so don't guess or tell them something you're not sure of
- ▶ Be careful what you say
- ▶ Be polite
- ▶ Don't take it personally, they don't trust anyone!

# Revisit the Tips

1. Listen
  - ▶ Empathetic listening can't be overemphasized
2. Don't get defensive or take it personally
  - ▶ Give yourself a minute to breathe
3. Find out what they really want
  - ▶ You might be surprised!
4. Agree on action
  - ▶ Now it's *their* idea

# Let's Use the Tips to Work with the 5 Difficult Types

- ▶ Talkative
- ▶ Angry
- ▶ Know-it-all
- ▶ Indecisive
- ▶ Suspicious





# The Talkative Example



- ▶ Ms. Strickland has called during the busiest time of the day to make an appointment
- ▶ She wants to talk about all her appointments for the next year
- ▶ How do you help her without taking time away from other patients?

# The Angry Example



- ▶ Ms. Pagan is ready to be seen and is upset
- ▶ She had a bad experience at reception and is taking it out on you
- ▶ How should you handle this situation?

# The 'Know It All' Example



- ▶ Mr. Crawford has read everything there is on the procedure he will receive
- ▶ He read that the procedure should have certain steps done and yet he is not scheduled for them
- ▶ He wants to know why the doctor is not aware of how this procedure should go

# The Indecisive Example



- ▶ Ms. Peavy works with you and needs to coordinate her vacation with yours
- ▶ She has booked a trip and now isn't sure she should go on it
- ▶ You have already made plans, but she has first choice of PTO dates

# The Suspicious Example



- ▶ Mr. Peters is scheduled for a procedure that his uncle just had
- ▶ He heard that the procedure should only last 15 minutes yet you have him scheduled for an hour
- ▶ He thinks there is something up because he has to be there longer than his uncle was

# References

Brick, J. (August 21, 2013). Customer Service Tips: 7 Ways To Improve Your Skills TODAY. Retrieved from <https://www.americanexpress.com/us/small-business/openforum/articles/customer-service-tips-7-ways-to-improve-your-skills-today/>

Covey, S. (1990). *Seven Habits of Highly Effective People*. New York: Simon & Schuster

Government of South Australia. (2006). *Customer Service*. Retrieved from <http://www.ofv.sa.gov.au/resources/archive/customer-service>

# Case Presentation

Project ECHO's goal is to protect patient privacy

- ▶ To help Project ECHO accomplish that goal, please only display or say information that doesn't identify a patient or that cannot be linked to a patient.
- ▶ **References:** For a complete list of protected information under HIPAA, please visit [www.hipaa.com](http://www.hipaa.com)

Thank you for joining us today.  
We appreciate your participation and hope  
to see you at the **NEXT ECHO Session:**  
**July 28, 2022 from 12pm -1 PM**

You will be receiving a follow up survey that we hope you will complete to help us improve. If you are requesting continuing education credits, you will be required to complete the survey to receive your CMEs.



