

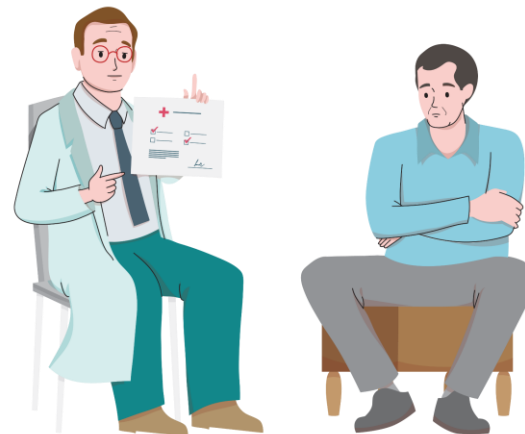
Crisis Management

Patient in an anger crisis

Why do anger crises occur?

Even patients who are usually calm may exhibit anger when they feel their health or independence is being threatened.

Pain and fear can cause stress, anxiety and frustration which can lead to anger and loss of control.



1. See the signs in time

When the emotional state deteriorates the following are observed:

- Changes in mood or behavior
Increased voice volume, increased demand for attention
- Changes in posture
Tight jaw, clenched fists, nervous movements

2. Show empathy

- Stay calm
 - even if patient's comments are provocative
- Listen to the patient
 - attentively
- Assure the patient
 - that you are taking his/her concerns seriously
- Show empathy
 - recognizing the patient's emotion

3. Keep calm

- Maintain your professionalism
- Keep a safety distance from the patient
- Do not respond until the verbal attack stops
- Try not to get angry
- Maintain eye contact with the patient
- Maintain a body posture that shows acceptance (hands loose next to the body)
- Give the patient time to collect himself/herself

Remember that...

- If the patient has lost control and becomes irrational, he can no longer hear what you are saying.

Your reaction can accurately determine how long the crisis will go on for.



What to avoid...

- Do not try to set boundaries by asking the patient 'Stop shouting' or 'Calm down'
- Do not invade the patient's personal area (e.g. try to touch him/her)
- Do not stand with your arms at the waist or with your arms crossed
- Do not respond to challenges such as 'I will sue you' or 'I will call my lawyer'
- Do not become defensive
- Do not try to solve the problem before listening to and understanding what the patient feels

Do not hesitate...

- If the patient threatens your physical integrity or you are afraid for your safety, exit the room, ask for help or call the police.

Briefly ...in 6 steps!

- *'I can see that you are very upset'*
- *'Let me know what's going on/ what the matter is'*
- *'I am very sorry that (...) happened to you, I am very sorry you feel this way'*
- *'What would you like me to do to help?'*
- *' We could deal with this situation as follows' ..I can suggest (...), 'I will tell you what I can do (...)'*
- *'Thank you for sharing your feelings with me, it is important that we understand each other'*

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