

Service Recovery in Health Care

Tips for De-escalation



This project is supported by the Health Resources and Service Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U5ERH39345 as part of a financial assistance award totaling \$800,000 (0% financed with nongovernmental sources). The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA/HHS, or the U.S. Government.



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What are they feeling?



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CPI's Top 10 De-Escalation Tips

1. Be empathetic and nonjudgmental
2. Respect personal space
3. Use non-threatening nonverbal communication
4. Avoid overreacting
5. Focus on feelings
6. Ignore challenging questions
7. Set limits
8. Choose wisely what you insist upon
9. Allow silence for reflection
10. Allow time for decisions



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Be Empathetic and Non-Judgmental



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Respect Personal Space



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Use Non-threatening Nonverbals



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Avoid Overreacting



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Focus on Feelings



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Ignore Challenging Questions



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Set Limits

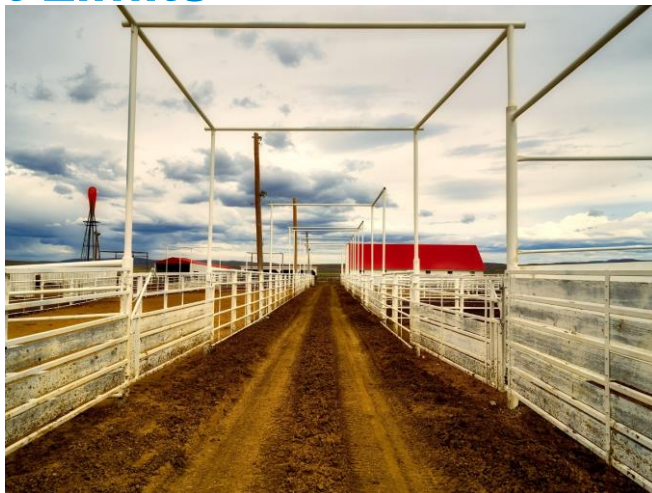


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Choose Wisely What You Insist Upon

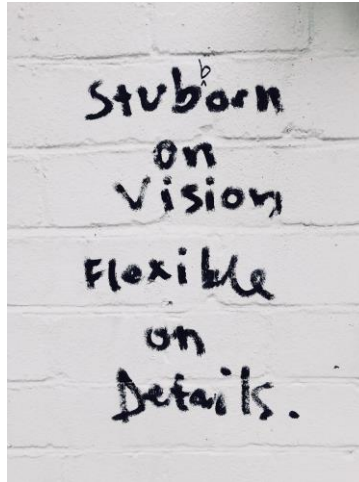


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Allow Silence for Reflection

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Allow Time for Decisions



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Summary

- There are approaches to recognize, address, and de-escalate problems in real time
- Service recovery, including de-escalation skills, needs to be practiced and embedded in everyday practice



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