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 U5HRH39345 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.

What are they feeling?
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

Be Empathetic and Non-Judgmental
Respect Personal Space

Images by Monstera from Pexels

Use Non-threatening Nonverbals

Image by Karolina Grabowska from Pexels

Image by Helena Janiorčíková Kováčová from Pexels
Avoid Overreacting

Image by Anna Tarazewich from Pexels

Focus on Feelings

Image by Andrea Piacquadio from Pexels
Ignore Challenging Questions

Set Limits
Choose Wisely What You Insist Upon

Allow Silence for Reflection
Allow Time for Decisions

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
Resources and References

- AHRQ [https://www.ahrq.gov/cahps/quality-improvement/improvement-guides/6-strategies-for-improving/customer-service/strategy6p-service-recovery.html]
- Health Stream [https://www.healthstream.com/resources/blog/blog/2016/01/11/what-is-service-recovery-in-healthcare]
- NRC Health [https://nrc-health.com/five-critical-steps-effective-service-recovery/]