

# CLINICAL SKILLS



*Subject : CS (2)*

*Lecture : Dealing with angry patient*

*Done By : SADEEL ALFAQEER*

الفريق العلمي - النادي الطبي





# Clinical Skills



## Dealing with *Angry Patients*

Dr David Harniess

MB ChB MRCGP MSc Med Ed DCH DRCOG

# Learning Objectives

Dealing with angry patients:

the why, [Why do patient get angry ?](#)

the what [What to do when we face angry patient](#)

and the how! [How do we know that the patient is angry.](#)

دعواتكم لأهلنا في فلسطين و السودان و سوريا و سائر البلاد الاسلامية





# Clinical Skills

## Why do patient's get angry?

### Patient Factors

- Receiving bad news – cancer or unexpected death
- Patient or relative expectation not met
- Loss of control – powerful person in unusual situation can't control
- Illness itself making them angry e.g. affect on sleep and mood or sign of depression
- Personality disorder or drug or alcohol use prior to consultation

### Doctor Factors

- Long wait to see you
- Doctor's behaviour (lack of respect, condescending, patronising...)
- Delay in diagnosis or treatment
- Doctor error made by medical or surgical team Maybe surgeon error or wrong diagnosis
- Poor communication and consultation skills -

في عوامل مرتبطة بالمريض نفسه وفي عوامل مرتبطة بالطبيب ، بالنسبة للمريض اول نقطة واضحة وهي تلقي المريض أخبار سيئة مثل اصابته بالسرطان او chronic disease أو unexpected death in this situation , patient doesn't always take this calmly , often they are quite tearful and withdrawn ,sometimes minority of patients can get angry particularly if it's taking a long time for that diagnosis to be made

النقطة الثانية وهي تعتبر one of the biggest conflicts in our life as a doctor ، يعني يكون المريض او عائلته متوقعين من الدكتور يعطي المريض علاج معين او test معين لكن الدكتور ما يعطيه لأنه يشوف الحالة ما بتستدعي ، هيك الدكتور ما بلبّي توقعاتهم و هاد سبب ثاني ممكن يخلي المريض يغضب .

النقطة الثالثة loss of control ، المريض يكون شخص قوي و اله مكانته بالمجتمع و تأثيره على المجتمع و يلي حوالية ممكن يكون politician سياسي يعني او غيره لكن بحس امام الطبيب انه فقد سيطرته و تحكّمه لأنه يكون الدكتور هو يلي مسيطر على الوضع و المريض مش متعود على هاد الشي ( محور الكون 🤔 ) ، بهاي الحالة ممكن يصير angry

رابع نقطة و هي المرض نفسه و تأثيراته على المريض ، ممكن مش عارف ينام او صابه اكتئاب من المرض ، depression or frustration

خامس نقطة ، مرض نفسي بأثر على شخصية المريض او يكون عم بتعاطى و بشرب كحول ممكن يأتّر عليه و يخليه سريع الانفعال و الغضب ، هيك بنكون خلصنا ال patient factor

بالنسبة لل doctor factors كلهم واضحين

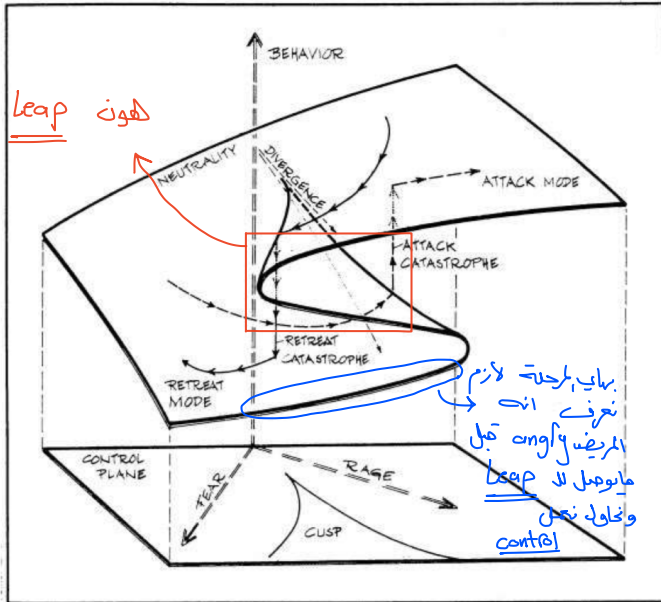




# Clinical Skills

العدوانية

## Zeeman's model of aggression

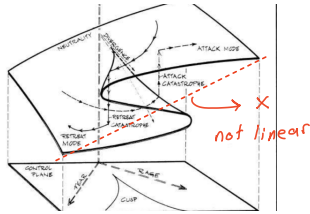


Aggression escalates suddenly not linearly you want to stop the 'leap' from anger to aggression.

الانتقال من العنف إلى العدوانية

Therefore you need to identify anger early before the 'leap'.

لازم نعرف انه المريض معصب وتتعامل معه ونخفف من عصبيته، لأنه ممكن ينتقل لمرحلة



Note that this model doesn't get linear direction

## How can you tell if a patient is angry?

- Often you mirror the patient's feelings e.g. if you feel angry it is likely the patient is feeling angry
- Voice – either raised or aggressive tone in voice and speeds up when talking, abusive language or slow and soft and very controlled
- Face – loss of eye contact, frowning, red face and eyes
- Physical – comes too close, sudden threatening movement in upper limbs, seem tense – clenched fist, finger pointing...

There is a model " Transference " that's mean what is the patient feels that transfers to you , you are mirror the patient's feelings

يعني شعور المريض ينتقل اليك كطبيب وبتكون مدرك لمشاعر الغضب ، الخوف ، الحزن ، . . . .

مهم جداً ننتبه لصوت المريض ، لو كان مرتفع صوته **raised** او نبرة الصوت عدوانية **aggressive in tone** ، او يكون **speeding up when talking** ، او يستخدم الفاظ مسيئة **abusive language** ، و حتى لو كان صوته منخفض و بطيء برضه بنخاف (ممكن بأي لحظة ينفجر تقولوا قبله ) لأنه ممكن يصير **leap** ويتحول لعدواني

كمان ننتبه لل **face** ، خصوصاً لو لاحظت انه المريض **loss of eye contact** ، ما في تواصل بصري او المريض مكشّر و معصب **begin to frown** يكون **red face and eyes**

اخر نقطة وهي ال **physical** يعني ال **body language**

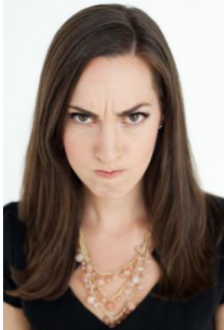
If the patient is coming too close into your personal space or ther's a sudden threatening movement in the upper limbs or when you're looking at the hands there maybe clenching the fist or even gesturing to you and finger pointing an aggressive kind of body language





# Clinical Skills

Frowning women , her lips are tight and you can see the muscles in her neck becoming tight too much , she is clearly angry



Stages of angry



Finger gesturing



كيف نمتص غضب المريض و نقلل منه ؟

## Consultation skills to de-escalate angry patients

- Respond to anger before the 'leap' happens i.e. 'something is wrong here – get in touch with what it is now so that you can deal with it'
- Recognise the patient's emotion 'you seem frustrated about something?'
- Explore why the patient is angry
- If an apology is needed, give it (if you are the cause of the anger)
- **Show empathy and understanding**, encourage the patient to talk and offer explanations where you can
- If the 'leap' has happened take time out to cool off before trying to reason with each other may help

لازم ننتبه للمريض و نعرف انه angry قبل ما نوصل لمرحلة ال leap

even verbalizing that to the patient, you seem frustrated about something . sorry you don't seem very happy and then explore why the patient is angry and if an apology is needed just give it , particularly if you're running late or if you made a mistake

بحال وصلنا لل leap ، حاول انك ما تناقش المريض كثير و اتركه شوي يهدأ اعطيه شوية وقت قبل ما تسأله عن السبب يلي وصله لهون ، بعددين حاول اعرف سبب غضبه او ممكن تستعين بشخص يحكي معه





# Clinical Skills

## Top Tips in Dealing with Angry Patients

### DO'S

- Environment – safe distance –not too close and not too far
- Stay cool, calm and composed
- Acknowledge imperfections of diagnosis, investigations and treatment
- Assertive non-aggressive communication about what is OK and is NOT OK

يعني كون حازم و جدي مش عدواني

### DON'TS

- Interrupt a patient's or relative's outburst
- Caution a rude patient for rude language
- Deny reality, no matter how cruel
- Talk to a patient from behind لازم يكون عندك good contact
- Get angry
- Challenge the patient's interpretation and criticize their reaction
- Make defensive response such as 'We have been doing our best....'
- Try to pacify by touching

## Resources

[geekymedics.com/dealing-angry-patients-relatives/](http://geekymedics.com/dealing-angry-patients-relatives/)



Clinical Skills - Medical Club