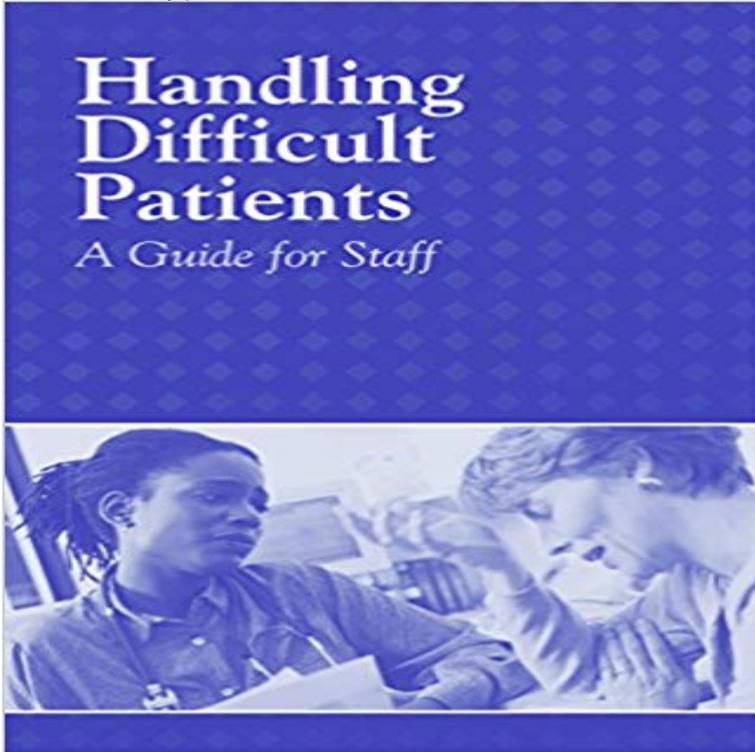


Handling Difficult Patients: A Guide for Staff



Get 25 copies for only \$75! This handbook training guide helps nursing staff understand why some patients and family members become difficult and shows staff how to deal with them. Case studies describe situations that could occur at any time. Nurses learn strategies to improve communication and customer service skills, de-escalate patient and family anger, and make use of alternatives to traditional restraints. This handbook, sold here in packages of 25, is part of the Handling Difficult Patients: Management Tools for Staff Preparedness training package.

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