



# Home Health Aide On-the-Go In-service Lessons: Vol. 11, Issue 2: Difficult Patients

*Beacon Health a division of HCPro, Genevieve Gipson RN M.Ed RNC*

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## OVERVIEW

Difficult patients are a source of stress for the home health aide as well as the potential cause for an unsafe environment. But what makes a person difficult? It can be a person who is combative, argumentative, or hostile, or it could be the patient who needs but refuses care.

This in-service provides home health aides insight into what kinds of difficulties they may encounter with patients, and different strategies with how to deal with these behaviors. Aides will learn methods to increase desirable behaviors, as well as when to enlist the help of others to address a difficult patient, with the ultimate goal of creating a safer environment for all.

## LESSON OBJECTIVES

After completion of this program, the home health aide will be able to:

- Describe difficult behaviors
- Determine factors that may contribute to difficult situations for HHAs
- List strategies HHAs can use to deal effectively with difficult situations
- Review common care situations identified by HHAs as difficult
- Differentiate situations that can be handled by the HHA, that must be discussed with the supervisor, or that require immediate action by others.

## Contents of this lesson:

- A clearly written fact sheet
- A 10-question post-test to measure understanding of the subject matter
- An answer sheet with a place for the instructor's comments and signature
- An illustrative, homecare-specific case study
- Suggested supplemental learning activities
- An attendance log and certificate of completion

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