



Caring for Challenging Patients and Family Members

Michael Kravitz, Susan Schubert

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Why is this topic important now?

The conditions in healthcare today may be compared to the movie, *The Perfect Storm*. In the healthcare industry at the beginning of the 21st century, an aging population, increased health care costs, Medicare uncertainties and burgeoning insurance premiums collide with worries about physical, mental and financial health. This comprehensive book builds skills to professionally and skillfully serve stressed-out patients and families while maintaining your own strength and capacity.

Who will benefit?

Healthcare providers including but not limited to nurses, physicians and allied medical professionals who work at outpatient, inpatient facilities, emergency rooms as well as in-home care; and educators including in-house trainers, instructors and professors.

This comprehensive book includes real-life examples, assessment tools, guidelines, checklists PLUS current research on the following topics:

- * The Functions of Challenging Behaviors Motivational Interviewing
- * Communication Styles, Respect and Civility
- * Emotional Intelligence and Stress Management
- * Diversity and Communications Challenges
- * Mental Illness: Clinical Disorders, Personality Disorders & Dementia
- * Violence Prevention, Management and Suicide
- * The Family & Support Network
- * The Challenges of Change

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