

## The De-Escalation Discussion

**Directions:** With your group, discuss the following questions. Be prepared to report back to the larger group.

What were some of the things that happened in the video that contributed to escalation?	What could have been done differently to make it more effective?

## De-Escalation Practice

**Directions:** Choose a role to play (patient or provider). Read the background for your role on your own. Then read the dialogue in blue out loud together. The provider will use your de-escalation skills to de-escalate the situation with the patient. You may brainstorm ideas in the “notes” section.

### Scenario #1

**Provider:** You’re meeting with your patient to talk about how to support them with taking their medications regularly as they called to let you know they’ve been forgetting to take them. You ask your patient: **“Can you tell me about your challenges with remembering to take your meds?”**

**Patient:** You’ve been a patient at the health center since being diagnosed with HIV a few years ago. You only feel calm and comfortable when you’re alone at home. Leaving the house for any reason and having to interact with people makes you feel very stressed out and on edge. You don’t like going to the health center. Getting there on the bus takes over an hour, you often have to wait to see your provider, and you have to fill in confusing paperwork every time. It’s always such a big, time-consuming, and stressful experience.

You’re going in to meet with your provider today to talk about how to remember to take your meds more regularly as you’ve been forgetting to take them a lot lately. In the waiting room you see Bill, a man who lives in your building. Bill always makes you uncomfortable because he looks at you like he has something against you. Seeing him has heightened your already high levels of stress and anxiety. You go into your provider’s office to talk about ways to remember to take your meds regularly. When your provider asks you what your challenges are, you shout: **“I can’t remember all the time! I just have a lot going on! What do you want from me?”**

**Notes:**

## Scenario #2

**Provider:** You're meeting with your patient to talk about their viral load and upcoming labs. You had two patients come in very late this morning, so you worked through your lunch to make up the time, but you're still running about 20 minutes behind. You greet the patient who you're meeting with now by saying: **"Hi, how are you?"**

**Patient:** You've been a patient at the health center since being diagnosed with HIV a few years ago. You only feel calm and comfortable when you're at home with your kids. Leaving the house for any reason and having to interact with people makes you feel very stressed out and on edge. You don't like going to the health center because you need to find childcare, getting there on the bus takes over an hour, and you often have to wait to see your provider. It always such a big, time-consuming, and stressful experience.

You're going in to meet with your provider today at 1pm to talk about your viral load and upcoming lab work. You arrive for your appointment, check-in, and wait. You sit and wait for 5 minutes, 10 minutes, and now it's 1:15pm. You only have a sitter until 3:00pm and knowing the bus can take over an hour to get home, you're fuming. Your provider finally calls you in for your appointment at 1:20pm. When they welcome you and ask how you're doing, you say very loudly: **"I'm not good. I came all the way here and now I only have a few minutes to talk to you because you made me wait 20 minutes."**

**Notes:**