

Recognizing Risks and Behaviours

Setting: A healthcare facility

Characters: The Patient (she/her), The Patient's Husband (he/him), The Clerk (she/her)

Watch for the stressors in the following scene.

A patient and her spouse had an appointment for 10 a.m.

It is now well past noon and they are still waiting.

No one has said anything to them about what the delay is or when they will be seen.

What do you think are the stressors in this situation?

Text on Screen:

A: For this patient and her spouse, stressors might include:

- Waiting
- Lack of information
- A crowded space
- Lack of staff
- Hunger

Remember, there may be risk factors as well that the patient and their spouse had before entering the facility, and that you won't necessarily know about.

A few more minutes go by, and the situation is becoming an emotional crisis.

What signs of an emotional crisis have you noticed?

Text on screen:

A: The spouse's pacing is a sign of an emotional crisis. So is the patient's glaring.

After another 30 minutes, there are signs of escalation.

The spouse approaches and slams his hands on the desk.

He yells that they have been waiting for a very long time.

He wants to know what the holdup is and when they will be seen.

What are the signs of escalation?

Text on Screen:

A: Slamming hands on the desk and yelling are both signs of escalation.