

De-Escalation Techniques and Practices



OCHD Customer Service 2025

PATIENT RIGHTS

The Oneida Comprehensive Health Division assures that its patients are treated in a manner that recognizes their basic human rights by assuring the following:

- Patients are treated with respect, consideration, and dignity. Patient's rights and responsibilities covered by the Indian Freedom of Religion Act will be strictly observed.
- Patients are assured confidential treatment of their disclosures and records and, except when required by law, are afforded the opportunity to approve or refuse their release.
- Patients are provided, to the degree known, complete information concerning their diagnosis, treatment, and prognosis.
- When it is medically inadvisable to give such information to a patient, such information is made available to an individual designated by the patient or to a legally authorized individual in conformity with the Privacy Act of 1974 and other controlling laws.
- Patients are given the opportunity to participate in decisions involving their health care, unless constrained for medical reasons.
- Patients are informed of their rights to change providers if other qualified providers are available.

Information is available to patients and staff concerning:

- Patient Rights, including those specified above:
 - Patient conduct, responsibilities and participation.
 - Services available through the Comprehensive Health Division and eligibility for such services.
 - Provisions for after-hours and emergency care.
 - Fees for services including what services are provided for through the Indian Health Service and eligibility criteria.
 - Payment policies.
 - Advance directives as required by State and Federal law and regulations.
 - The credentials of all health care professionals working within the Comprehensive Health Division.
 - The process for filing under the Federal Tort Claims Act.
 - How to voice grievances regarding the treatment of care.
 - Methods for providing feedback, including complaints.



PATIENT RESPONSIBILITIES

Prior to receiving care, patients are informed of their responsibilities. We expect that our patients will:

- Be responsible to provide for their own needs to the extent of their ability by providing complete and accurate information about his/her health, any medications taken, including over-the-counter products and dietary supplements, and any allergies or sensitivities.
- Encourage their families to be responsible to provide for the needs of their members to the extent of their abilities.
- Follow the treatment plan prescribed by his/her provider and participate in his/her care to the best of their abilities.
- Cooperate with efforts to maintain confidential records.
- Ask questions about diagnosis, treatments, and prognosis to assure adequate understanding of your condition.
- Use established procedures for obtaining after-hours care.
- Be respectful of others needs by keeping appointments and/or notifying the Health Center, or other departments within the health division, in advance, when unable to keep an appointment.
- Behave respectfully toward all the health care professionals and staff as well as other patients.
- Provide complete and accurate information for registration and insurance upon request and accept personal financial responsibility for any charges not covered by insurance or by Indian Health Services.
- Respect Oneida Comprehensive Health Division property.
- Provide feedback to the Oneida Comprehensive Health Division for continuous quality improvement.
- Avoid the use of Cell Phones beyond the waiting areas/lobby areas in accordance with HIPAA regulations.
- With accordance of WI State statute 940.204, any patron who intentionally causes or threatens harm to a staff member can have charges pressed against them that could lead to a Class H felony.

De-Escalation Learning Objectives

Building Competence in De-escalation Techniques and Practices



Recognize and
assess escalation
triggers



Develop active
listening skills



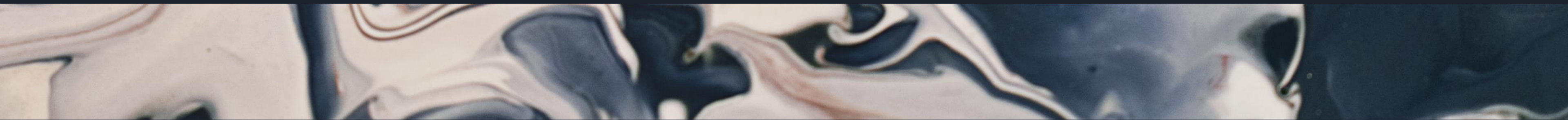
Prevent
Escalation



Importance of
Empathy

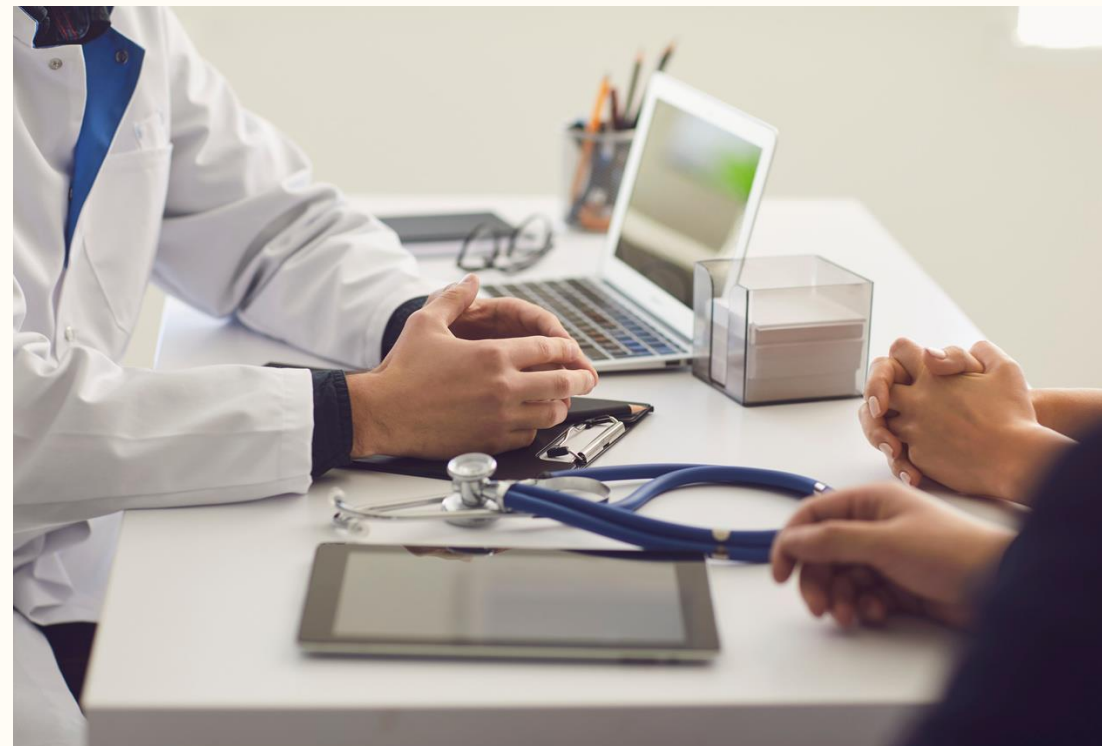


Learn collaborative
problem-solving
strategies



What Does “De-Escalate” Mean to You?

- Using techniques and strategies to reduce the intensity of a conflict or a customer’s frustration.
- To decrease in extent, volume, or scope.



What Leads to Escalation?

Potential triggers:

- Unmet expectations
- Long wait times to see providers
- Lack of scheduling options
- The late arrival rules
- Availability of prescriptions
- Billing disagreements
- Disagreement or frustration in the plan of care



Recognizing Escalation

- Agitation
- Raised voice
- Rapid breathing
- Clenched fists
- Defensive posture
- Red face



The LEARN Model

L- Listen actively

E- Empathize

A- Ask questions

R- Respond with options

N- Negotiate and follow up



The Importance of Active Listening



- Build trust
- Customer feels truly heard and understood

Active Listening – Verbal Techniques

- Paraphrasing – Restating in your own words.
- Reflect emotions – Acknowledging speakers emotions.
- Ask clarifying questions – To better understand details.

Active Listening – Verbal Techniques

- Encourage Sharing – continues the conversation.
- Summarize – Briefly review key points.
- Validate – Affirming their experience or feelings.

Verbal Technique Examples

- Paraphrasing – “So what I’m hearing is that you’re overwhelmed by your medical costs.”
- Reflect emotions – “It sounds like you’re frustrated with the process. I can understand.”
- Ask clarifying questions – “Can you help me understand what you meant when you said the process was confusing?”

Active Listening – Verbal Techniques

- Encourage sharing – “That’s interesting, please tell me more.”
- Summarize and validate – “I understand the changes feel overwhelming. Many patients feel the same, but the doctor’s recommendations are in your best interest.”



Active Listening Non-Verbal Techniques

- Eye contact
- Nodding
- Facial expressions
- Body posture
- Avoiding distractions
- Silence



What Gets in the Way of Active Listening

1. Interrupting or thinking ahead



Challenge: Planning your response while the other person is still talking.



Impact: You miss key details and may respond inappropriately



What Gets in the Way of Active Listening

2. Mental Distractions



Challenge: Being preoccupied with personal thoughts, to-do lists, or stress



Impact: Reduces your ability to fully engage with the speaker



What Gets in the Way of Active Listening

3. External Distractions



Challenge: Phones, background noise, or multitasking



Impact: Breaks the flow of communication and signals disinterest



How to Prevent Escalation

Stay Calm

- Take a deep breath before responding.
- Use a steady, respectful tone.
- Avoid acting emotionally.

Listen Actively

- Let the customer speak without interruption.
- Use verbal cues: “I see,” “Go on,” “That makes sense.”
- Reflect and paraphrase to confirm understanding.

How to Prevent Escalation

Show Empathy

- Acknowledge their feelings: “I understand this is frustrating”
- Validate their experience without assigning blame

Take Ownership

- Use “I” statements: “I’ll look into this for you”
- Avoid deflecting or blaming others

How to Prevent Escalation

Focus on Solutions

- Ask: “What would a good outcome look like for you?”
- Offer clear next steps or alternatives

Set Boundaries Respectfully

- Stay professional if the conversation becomes aggressive
- Redirect to problem-solving: “Let’s focus on what we can do next”

How to Prevent Escalation

Know When to Escalate Internally

- If the issue is beyond your control, involve a supervisor early
- Brief them with context to avoid repeating the issue

Empathy



Active Listening

Give full attention without interrupting.



Acknowledge Feelings

Recognize and name emotions.



Non-Judgment

Accept their experience without criticism.



Perspective-Taking

See the situation from their point of view.



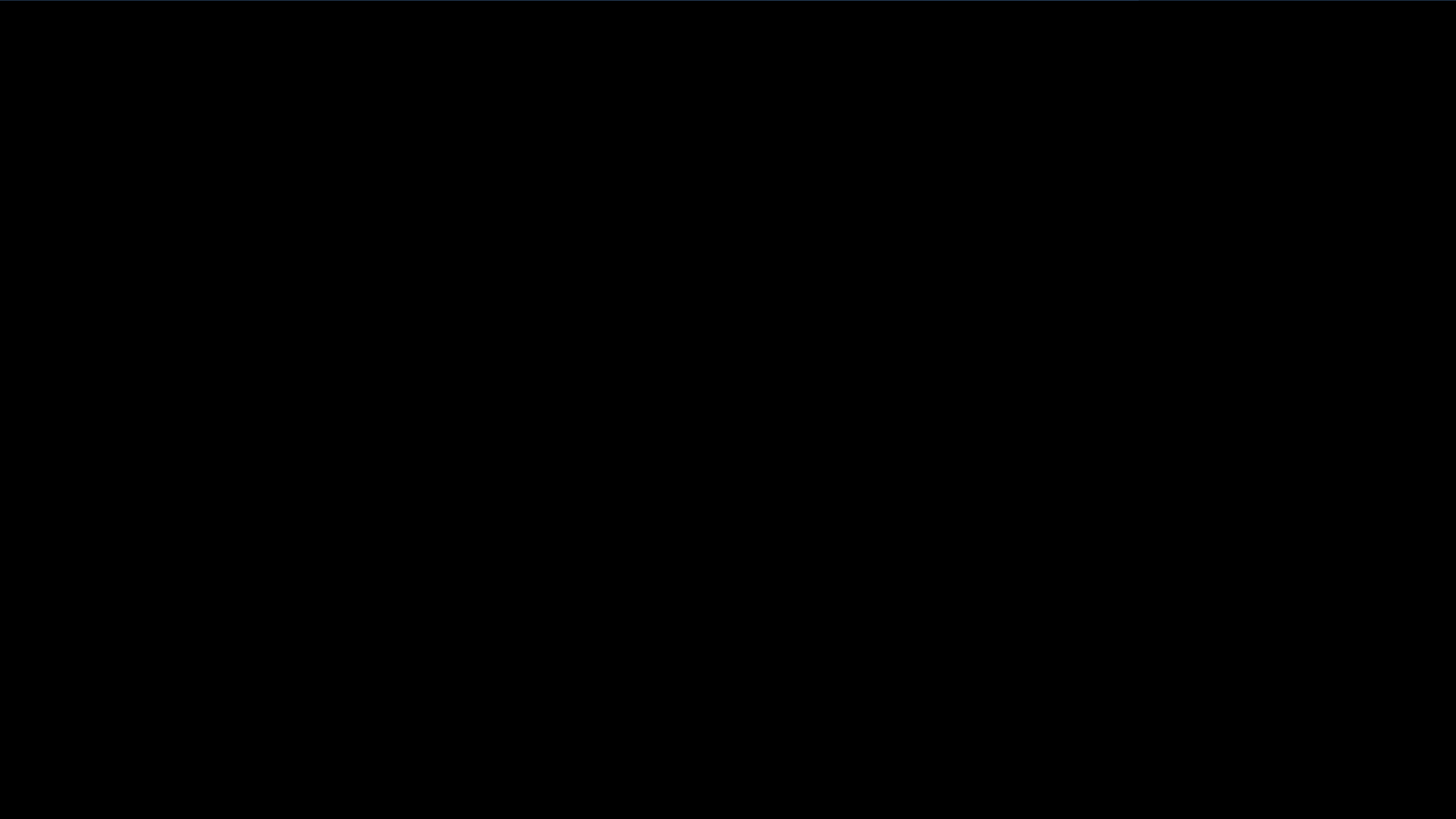
Emotional Validation

Let them know their feelings make sense.



Supportive Response

Offer help without minimizing their experience.



Collaborative Problem Solving

Focus on What You Can Do

- Shift the conversation toward solutions.

“Here’s what I can do right now to help resolve this.”

Offer Choices or Next Steps

- Empower the customer with options.

“Would you prefer a callback or an email update?”

Problem Solving

"I can see how that would be upsetting. Let's take a closer look and see what went wrong."

"Although I'm unable to change this decision, I'd be happy to walk you through any next steps or alternatives that might help."

I want to make sure I fully understand your experience. Can you help me by walking me through what happened?"

"I hear your concerns, and I want to try to make this right. Let's go over the details together."



Things to Avoid

- Arguing or becoming defensive
- Making promises you can't keep
- Continuing the conversation when it's no longer productive



**Yaww[?]kó.
(Thank you)
for your
participation.**