



Dealing with Challenging Families

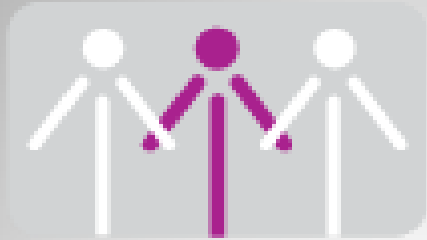
“I know this is hard on you, but can you let me do my job?”

Empathy and boundary setting
with difficult families.

Stephanie Erickson, MSW, PSW, LCSW



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- ✓ Psychosocial assessments
 - ✓ Safety assessments
 - ✓ Nursing assessments
 - ✓ Cognitive stimulation
- ✓ Dietician, Recreation therapist
 - ✓ Occupational therapist
 - ✓ Toolkits
 - ✓ Client events
- ✓ Professional consultation and training



PRESENTATION OVERVIEW

- 1 EMPLOYEE AND FAMILY RESPONSIBILITIES
- 2 UNDERSTANDING THE FAMILY'S JOURNEY: ILLNESS, GRIEF, AND PSYCHOLOGICAL PROCESSES
- 3 MERGING OF PROFESSIONAL AND FAMILY EXPECTATIONS
- 4 RELATIONSHIP PITFALLS, BARRIERS, INFLUENCES
- 5 COMMUNICATION AND RELATIONSHIP BUILDING



Understand the families of your patients. This is not a “just another day” experience for them.

TAKE HOME MESSAGE...



Be purposeful with your interactions and planning process. Remember that you are not alone.

TAKE HOME MESSAGE...

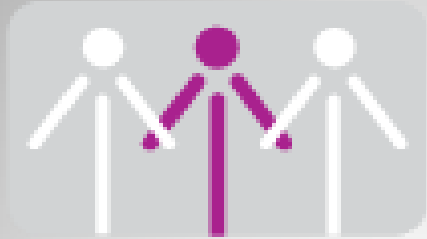


Professional boundaries combined with empathy and purposeful care planning provides your patients with quality care, and improves the work environment for your care team.

TAKE HOME MESSAGE...



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For more information about the complete training, or to schedule this training at your organization, please contact Stephanie Erickson at (514) 795-7377 or visit the Erickson Resource Group website at www.ericksonresource.com