Scripted Language

Key Point	RE of PMAB	Script/Approach
Be patient/Listen	Reassure	Listen more than you speak. Let them vent a little frustration – there is probably some useful information being communicated. • *"May we speak?"*
Show that you care	Reassure	• *"I'm sorry that you are so upset. I will do everything I can to help you."*
Stay positive	Reassure/Reorient	Use positive works like comfort, comfortable, safe, and safety • *"How can I help you feel more comfortable?"*
Remain Calm	Reassure/Reorient	Be supportive and remember your para-verbals (body language, eye contact, volume, tone, cadence of your speech) • *"You are in a safe place, we are here to help"*
Focus on the need not the behavior	Reorient/Redirect	Agitation is an expression of unmet needs (**physical**: unmanaged symptoms, hunger, fatigue, pain and **emotional**: safety and security). Meet needs whenever possible. When it's not possible be firm and mannerly: • *"That is not an option, but here are the options…"*
Do not tolerate abuse Don't worry alone	Redirect	<u>**Know what you are walking into.**</u> Bring in extra support or disengage if you realize more support is needed (e.g. other nursing staff, security). Use a team approach/show of support if the patient is agitated. If the situation is escalating, disengage and call a Pre-Code Gray or Code Gray if violence seems more imminent. • *"I'm going to step out and get us more help."*