RECOMMENDED COURSE OF ACTION-PROCEED IN THE ORDER LISTED

How to deal with patient behaviors (disruptive/abuse, ongoing disruptive, inappropriate, etc.).

1. Review of internal policies and follow them
2. Patient engagement (i.e. motivational interviewing) (resources online www.esrdnetwork.org)
3. Family engagement (if possible) (resources online www.esrdnetwork.org)
4. Schedule patient care conference (if patient doesn’t attend meeting/has a behavioral response, etc., document outcomes)
5. Behavioral agreement (if patient doesn’t sign/attend meeting/rips up agreement, document your efforts and outcomes) (previous fax blast)
6. Document past and ongoing efforts to resolve situation)

ALL ABOVE COMPLETED?

Encourage caller to complete steps 1-6 THEN call back with additional questions (used internally at NW 14 and for clinic use throughout the state of Texas)

NW does not need to be called but leave message about actions taken if directed to do so by policies

Contact Network prior to sending 30-day discharge letter or when safe to do so (immediate)