

National Council of Certified Dementia Practitioners

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Pretest and Posttest

### **Dealing With Difficult Patients**

1. Companies should train staff on how to handle difficult situations? True or False
2. Let staff know its ok to end a call with someone who is berating them? True or False
3. Positivity is essential for frontline staff?
4. It's important that staff feel appreciated?
5. Companies should provide opportunities for everyone to relax?
6. Difficult patients are everywhere?
7. Companies should have clear and detailed procedures in place for how staff should handle particularly abusive or rude patients?
8. Companies could have procedures of when to call security?
9. Universal tactic includes staying calm, avoiding negative language, using empathy and addressing basic needs?
10. A quiet facility with happy patients starts with employees who first interact with patients-frontline workers, nurses and nonclinical staff?

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### Dealing With Difficult Patients

#### Answers

1. True
2. True
3. True
4. True
5. True
6. True
7. True
8. True
9. True
10. True