

MANAGEMENT OF THE AGGRESSIVE AND VIOLENT PATIENT

The Performer Course for health workers and volunteers is part of the training for emergency personnel, organized and promoted by NRC.

Course objectives

It is not uncommon for rescue personnel to find themselves managing patients with psychosis, personality disorders, bipolar disorders or addictions. How to deal with the approach and management of an aggressive and potentially dangerous patient? Usually, in these contexts, rescue personnel can be led to assume irrational behavior and make rash decisions for fear of being harmed, and moreover a feeling of helplessness also prevails that derives from the awareness of not having effective strategies and tools available to manage such situations and try to reduce or prevent the consequences that the aggressive and violent behavior of the patient can cause for the himself or for the rescuers. The course aims to provide learners with shared tools to reduce situations of aggression and/or violence by users and carers, and is based on the recommendations issued in 2007 by the Ministry of Health, to prevent and reduce acts of violence against health workers.

Recipients of the course

Doctors, nurses, rescue drivers, rescuers, OSS, psychologists, social workers, law enforcement, security guards, private investigators, students.

Instructors

The course is carried out by expert health personnel operating within the 118 Extra-Hospital Emergency System.

Participant/instructor ratio

6:1

NRC Teaching Methodology

The course is structured in a theoretical part and a practical training part with small group interaction on practical rescue simulations in scenarios with aggressive and violent patients.

Full course duration

8 hours

Time dedicated to theory

About 1 hour

Time spent practicing

About 6 hours

Duration of the retraining course

8 hours

Certification

Attending the course and passing the final assessment allow you to obtain an NRC certification valid for 24 months (2 years). It is mandatory to carry out an intermediate update at the end of the 12 months (1 year)

To renew the certification and maintain the skills and competencies, it is necessary to take a retraining course.

It is possible to access a retraining course within **3 months** from the expiry date of the entire course; this does not entail an extension of the initial validity, but simply facilitates the admission of learners to the retraining course, making the period that allows access to the course longer.

Passing the retraining course extends the validity of the certificate for another 24 months.

Opportunities for advancement in the training course

candidates, who have demonstrated that they possess practical skills, adequate theoretical knowledge and communicative-relational skills (criteria listed and specified in the "Potential Instructor Application Form") may be candidates as Prospective Instructors.

Important notice:

The LTC NRC secretariat is required to send each learner a WELCOME LETTER containing the credentials to access the reserved area and the code to purchase an original copy of the manual.