

Anger Management Techniques

It is important for dialysis staff members to understand the anger of kidney patients and to have tools to use in their work with angry patients. De-escalating anger can be helpful to both patients and staff and can prevent issues from becoming major challenging situations.

Dialysis Resources:

The Renal Network, Inc.

The Network provides in-service training programs and educational materials on how to diffuse conflicts in the unit by using the Dialysis Patient-Provider Conflict (DPC) Toolbox. Dates and information about upcoming DPC Train-the-Trainer Programs are available online as well as toolbox resource downloads.

<http://www.therenalnetwork.org/services/dpc.php>

The Mid-Atlantic Renal Coalition

The booklet “Working with Noncompliant and Abusive Patients” provides an overview of challenging patient situations that staff may encounter and identifies different approaches to training staff on how to identify and manage problems in a positive manner.

<http://www.esrdnet5.org/Education/Staff/NonCompPts.pdf>

Workplace Issues

“Violence in the Dialysis Unit Revisited” by Mary Rau-Foster, RN BS ARM JD addresses unresolved anger issues, provides warning signs, and offers suggestions for staff training.

www.workplaceissues.com/arvioldu.htm

Additional Resources:

The following articles can be shared with patients as handouts or they can be used as a starting point for discussions about anger.

The American Psychology Association

“Controlling Anger - Before It Controls You”

www.apa.org/pubinfo/anger.html

Mayo Clinic

“Anger Management Tips: 10 Ways to Tame Your Temper”

www.mayoclinic.com/health/anger-management/MH00102

