



Registered Nurses Professional Association

Chemical Dependency/Working with Difficult Patients



Wednesday, September 10, 2008

8:00 AM - 3:30 PM

Doubletree Hotel

Course Description

The first part of this class will examine chemical dependency. Over the past 20 years, the United States has experienced a wide spread problem in drug and alcohol abuse. As a result, nurses are required to deal with the effects of drug use on individuals, groups, and communities; therefore an understanding of behaviors and patterns of abuse is essential in effective clinical practice. This class was designed to offer nurses a solid knowledge base of substance abuse in order to enhance practice skills.

The second part of this class will examine working with difficult patients. As we know, "difficult patient" covers a wide range of individuals; it may include those with psychiatric disorders as well as those who are simply angry about being in a hospital. This class offers an understanding of what makes patients difficult, coupled with strategies to diffuse dangerous situations, tools to enhance patient-caregiver communications, along with methods to decrease professional liability.

Objectives

This class will enable participants to:

- ◆ Become familiar with the many substances of abuse
- ◆ Understand basic pharmacological actions of specific substances
- ◆ Recognize clinical signs and symptoms of specific substances of abuse
- ◆ Learn behavioral indicators of dependence and abuse
- ◆ Discuss nursing intervention strategies for clients demonstrating various types of substance abuse
- ◆ Identify how patient rights and responsibilities impact health care providers
- ◆ Discuss health care provider rights and responsibilities
- ◆ Describe strategies to respond to difficult patient situations

Speaker

Connie Hayes, LCSW

Connie is a Licensed Clinical Social Worker for the Prevention Division of the Department of Alcohol and Drug Services at Santa Clara Valley Health and Hospital Systems.

She has been practicing privately as a psychotherapist in California since 1991. After receiving a BS from Purdue University in 1981, Connie went on to receive her MSW from Howard University in 1983.

Connie is also a Forensic Human Services Clinician and qualified as an Expert Witness in multiple areas in Santa Clara County Juvenile and Family Courts. She is employed by the CA State Board of Behavioral Sciences as an LCSW Subject Matter Expert and a member of Delta Sigma Theta Sorority, Inc.

Special Fees for this Class

Fees for this class only

RNPA Members: \$57.00

All Others: \$82.00

Class Capacity is 150 attendees



Registered Nurses Professional Association

Registration Form

Wednesday, September 10, 2008

8:00 AM - 3:30 PM

Registration & Continental Breakfast : 7:15 to 8:00

Registration

Registration is by U.S. Mail, or accepted at RNPA, 950 South Bascom Ave, Suite 2120, San Jose, CA 95128. **Please note: We do not accept faxes for registration. We do not receive pony mail. Registration will only be accepted on the form provided below.** Applicable fees must accompany registration. Pre-registration is required.

The last day to register is **Wednesday, September 3rd, 3:30 PM.** Please call the RNPA office for confirmation of registration. Phone: 408-292-6061

Special Fees for this Class Only

RNPA Members: \$57.00

All Others: \$82.00

Class Capacity is 150 attendees

Refund Policy

Refunds less a \$5.00 administrative fee will be issued if your cancellation is received no later than 3 working days prior to the class date.

Continuing Education Hours

This workshop provides 7.5 contact hours. Provider approved by the California Board of Registered Nursing, Provider #CEP 6837.

Location

Doubletree Hotel
2050 Gateway Place, San Jose
408-453-4000

From San Jose International Airport

Follow signs for Hwy. 101 North/Airport Parkway and stay in the right lane. Turn Right onto Airport Parkway out of the airport and continue East. At the first light, turn Left onto Gateway Place. Hotel will be on the right.

PLEASE NOTE

THERE WILL BE NO ADMITTANCE TO THE CLASS AFTER 9:00AM

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Chemical Dependency/Working with Difficult Patients

Wednesday, September 10, 2008

Name _____

Address _____

Home Phone _____ Work Phone _____

RN License Number _____ Work Area _____

Clinical Nurse Status _____ Shift _____ Code _____

Lunch Provided

