1. The Difficult Patient

2. Objectives
   - Deconstruct the 'Difficult Patient'
   - Deconstruct the Provider -- Patient relationship and obligations
   - Demonstrate some tools you can use tomorrow to improve the care of the 'Difficult Patient'

3. Who are these folks?
   - Meet DSM criteria for mental illness

4. Other Factors
   - Family dynamics
   - Job stresses
   - Cultural beliefs
   - Expectations

5. Problem Behaviors

6. Manifestations of the 'Problem Patient'
   - The angry patient
   - The manipulative patient
   - Somatoform disorders
   - Noncompliance
   - The seductive patient

7. Where to Begin

8. The Physician-Patient Relationship

9. The 'Therapeutic' Relationship

10. What We Do Well and Not So Well

11. To Do's

12. Interview

13. Discussion and Plan

14. When All Else Fails
   - Termination

15. Going Forward
   1. Active listening, face front
   2. Speak in layman's terms and insure comprehension
   3. Allow to ventilate
   4. Set the agenda and the 'hidden agenda' and write it down
   5. Use open ended questions and solicit the patient's opinions
   6. Manage the visit based on the agenda
   7. Empathize and validate the concerns
   8. Review issues addressed and patient's understanding
   9. Enunciate patient's 'homework' and when/how to report back