Directions:

Initial Post

There are times when a nurse must provide care for a client who is agitated and verbally or physically aggressive.

The client may be psychotic, but the nurse must, in each case, remain in control of his/her own feelings, and

intervene in the most appropriate manner.

After watching a segment regarding a violent client at Bellevue Hospital, answer the questions below. It’s not

necessary to critique the staff in the video, just think of how you might respond.

Violent Client at Bellevue Hosptial Video

1- Describe a time when a client was rude or verbally abusive to you. How did you react?

2-What skills were necessary to maintain a professional, caring, therapeutic relationship?

3- How did you best communicate with this client?

What did you learn from this experience?