

Helpful Resources

- Agitated Behavior Scale (ABS): <https://www.tbims.org/combi/abs/abs.pdf>
- De-Escalating Angry and Violent Clients: <https://psychotherapy.psychiatryonline.org/doi/pdf/10.1176/appi.psychotherapy.2010.64.2.195>
- Verbal De-Escalation of Angry Patients (videos): <https://youtu.be/musgq94q8GQ>
- De-Escalation Strategies for Care Providers (Jessica Shook): <https://www.dshs.wa.gov/sites/default/files/AL TSA/hcs/documents/ND/Jessica%20Shook-%20De-escalation.pdf>
- Verbal De-Escalation of the Agitated Patient article: <https://www.health.state.mn.us/facilities/patientsafety/preventionofviolence/docs/verbdeescalagitatedpatientarticle.pdf>
- The Agitated Patient: Steps to take, How to stay safe article: <https://cdn.mdedge.com/files/s3fs-public/Document/February-2018/JFP06703136.PDF>