



Decreasing Dialysis Patient-Provider Conflict (DPC) Toolbox Training Program

Staff Training: Modules 4-6

Please complete this evaluation and return it to the appropriate Network no later than, **Tuesday, April 6, 2010**.

1. **What is the purpose of Module 4-“Focus on the Issue?”** (Choose only one answer)
 - Not to lose sight of the primary conflict issue.
 - Understand the basis of the patients concern.
 - To practice communication techniques that will help staff stay focused on the issue.
 - Learn how to deal with multiple issues.

2. **Fill in the blanks:** During a conflict, it’s common for _____ and _____ concerns to be raised.
 - patient and staff
 - past and present
 - he said and she said
 - additional and unrelated

3. **The principle of “Look for Solutions” focuses on which key point(s):** (Choose only one answer)
 - Talking with a neutral party.
 - Use of open-ended questions.
 - Negotiating an agreement.
 - All of the above.

4. **Open-ended questions are designed to:** (Choose only one answer)
 - Learn more about the patient’s perception of the conflict.
 - Get him/her to express their feelings more.
 - Frustrate the patients.
 - Have staff learn to listen to the message being sent.

5. **In Implementing an Agreement which is a false statement?** (Choose only one answer)
 - Need to be inconsistent.
 - Need to communicate to other parties of the agreement.
 - Need to document that an agreement has been reached.
 - Use action statements to describe the agreement.

Name: _____

Professional License #: _____

Home Network: _____

Email Address: _____

Facility name: _____

Please return completed evaluation forms by Tuesday, April 6, 2010 via fax to:

Social Workers send to Network 17 at **(415) 897-2422**

RNs send to Network 18 at **(323) 962-2891**

Thank you for your participation!