TAKING CARE OF THE HATEFUL PATIENT

A guide to ‘enlightened hatred’
1682-Thomas Sydenham

“ALL IS CAPRICE, THEY LOVE WITHOUT MEASURE THOSE WHOM THEY WILL SOON HATE WITHOUT REASON.”
DEFINITION

• HATE: intense hostility and aversion usually deriving from fear, anger, or sense of injury.
HATEFUL PATIENTS EVOKE NEGATIVE FEELINGS IN CAREGIVERS
THE SOCIAL ROLE OF THE PATIENT

1) Patient has to actually be sick.
2) Patient must want to get well.
3) Patient must comply with regimen.
4) Patient must relinquish the prerogatives of the healthy.
5) Patient should display gratitude toward the caregiver.
NEGATIVE FEELINGS

- Helplessness in the helper
- Unconscious punishment of patient
- Self punishment of doctor
- Inappropriate confrontation of patient
- Extrusion of patient from health care
AEQUANIMITAS

The term means imperturbability and was regarded by Sir William Osler as the premier quality of a good physician. Dr Osler defined this concept as coolness and presence of mind under all circumstances, calmness amid storm, clearness of judgment in moments of grave peril. It has the nature of a divine gift, a blessing to the possessor, a comfort to all who come in contact with him.
FAUSTIAN IDEAL

• “Know all, love all, heal all”
1949

- International Journal of Psychoanalysis
  “Hatred in the Countertransference” by pediatrician and psychoanalyst D.W. Winnicott acknowledges outright hatred for some patients in certain circumstances. These feelings need to be regarded as clues to guide management.
FOUR PATIENT TYPES

DEPENDENT CLINGERS

ENTITLED DEMANDERS

MANIPULATIVE HELP-REJECTERS

SELF-DESTRUCTIVE DENIERS
DEPENDENT CLINGER

- Are naïve and seductive
- View the physician as inexhaustible
- Perceive their needs as bottomless
- Initially doctor-patient relationship is like “puppy love”
- Early signs are the patient’s extreme gratitude and doctors “specialness”
DEPENDENT CLINGERS

- Feeling evoked by physician is aversion
- Recommended approach:
  1) Set firm limits as early as possible and maintain them
  2) Protect the patient from promises that cannot be kept
ENTITLED DEMANDERS

- Less naïve.
- Hostile, intimidating, guilt-inducing
- Repulsively entitled, enraging, and eventually shaming the physician
- Entitlement is patient’s religion
ENTITLED DEMANDERS

• Feeling evoked is: fear and a wish to counterattack entitlement.

• Recommended approach: Rechannel entitlement in direction of good medical care. Tireless repetition that patient deserves first rate care.
MANIPULATIVE HELP-REJECTERS

- Opposite of entitled: “Nothing will help!”
- What is sought is not cure but care; they seek an undivorcible marriage with an inexhaustible caregiver.
- Losing the symptom implies losing the relationship with the doctor and precipitates a new round of “doctor shopping”.
- Patient fears abandonment
MANIPULATIVE HELP-REJECTERS

- Feeling evoked is pessimism, inadequacy, and guilt
- Recommended approach:
  1) “share” the pessimism
  2) emphasize ongoing treatment, not cure
  3) suspect underlying depression and consider psychiatric evaluation
SELF-DESTRUCTIVE DENIERS

• Much different from “healthy” denial
• Profoundly dependent and have given up hope
• These patients “glory” in their own destruction
• These patients furiously defeat attempts to preserve their lives
SELF- DESTRUCTIVE DENIERS

- Feelings evoked are malice and secret wish that patient will “die and get it over with”
- Recommended treatment:
  1) physician must lower expectations of delivering “perfect care”
  2) obtain psychiatric consultation to determine if a treatable depression exists
  3) preserve the denier as long as possible as with any patient with a terminal illness
What is important is not how the physician feels about patients, but how they behave toward them.
HATRED OF THE ALCOHOLIC

DYNAMIC ISSUES
Alcoholics lie to avoid guilt and shame.
Clinicians call this lying denial.

CHRONICITY
Training fosters the illusion of acute illness.
We hide from chronicity.
Alcoholics relapse which evokes hopelessness in
the therapist that can give way to hatred.
HATRED OF THE ALCOHOLIC

PERSONAL BAGGAGE
Many of us has been personally injured by alcohol.
Alcoholics awaken atavistic fears and wishes of the clinician.

COLLUSION
The clinician shields himself from hatred of the patient by agreeing with the denial.
HATRED OF THE ALCOHOLIC

ABANDONMENT
The clinician intensely desires to be rid of the noxious patient by sending him or her away A.K.A. the REFERRAL.

BANISHMENT
A variation on abandonment, banishment is a magic solution i.e., “a special place far away.”
HATRED OF THE ALCOHOLIC

“GO TO AA”
This terse directive sounds like “Go to your room.”

SADISM
Chronic alcoholics often have chronic pain and are demanding; Physicians may counterattack with sadistic interventions.
HATRED OF THE ALCOHOLIC

MISSED COMORBID DIAGNOSES
When drinking derails therapy important diagnoses fall by the wayside.

PARALYSIS
Alcoholics are wont to abuse drugs therefore prescribers become loathe to appropriately prescribe.
WHAT CAN THE CLINICIAN DO?

Listen to ourself. Enlightened hatred doesn’t have to be acted on.

Unpack old baggage. If damaged seek therapy.

Accept chronicity. Don’t be seduced by the illusion of acute illness. Our task is to relieve suffering. Be realistic.

Alcoholism is not hopeless. We dare to treat schizophrenia.

Get to know AA.
CURE SOMETIMES,
RELIEVE OFTEN,
COMFORT ALWAYS.