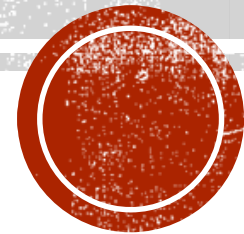


CRISIS INTERVENTION

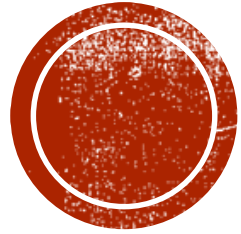
LOUD ECHO Clinic



OBJECTIVES

- Review essential values for responding to a crisis
- Discuss principles for enacting the essential values
- Engaging in appropriate additional training





TEN ESSENTIAL VALUES

SOURCE: SAMHSA PRACTICE GUIDELINES: CORE ELEMENTS IN RESPONDING TO MENTAL HEALTH CRISES

TEN ESSENTIAL VALUES

1. Avoiding harm

- Physical safety
- Psychological safety
- Watchful waiting
- Minimize the duration and negative impacts of interventions used

2. Intervening in person-centered ways

- Understand the individual
- Avoid labeling
- Identifying individual's personal preferences and goals
- Understanding the individual's unique circumstances



TEN ESSENTIAL VALUES

3. Shared responsibility

- Assist the individual in regaining control by considering the individual an active partner in, rather than a passive recipient of the crisis service

4. Addressing trauma

- Crises are intrinsically traumatic
- Some interventions can impose future physical and emotional trauma
- Individuals have a high probability of being victims of abuse and neglect
- Use trauma informed practices



TEN ESSENTIAL VALUES

5. Establishing feelings of personal safety

- Acting out behavior may be in response to a need for self-protection
- Find out what the individual needs to feel safe
- Find out what increases feelings of vulnerability
- Address these needs creatively

6. Based on strengths

- Identify and reinforce resources on which an individual can draw on to recover from the crisis and prevent future occurrences



TEN ESSENTIAL VALUES

7. The whole person

- Individuals in crisis often have multiple needs
- Consider other health factors, real world concerns about family, jobs, housing, legal issues, significant others, finances

8. Person as a credible source

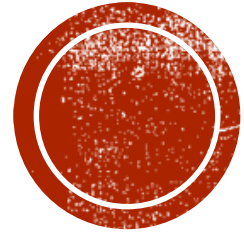
- Legitimate complaints regarding medical illness, pain, abuse, victimization can go unheeded if individual is seen as “irrational”
- Even if the individual’s assertions are not grounded in reality, the “telling of one’s story” may represent an important step towards crisis resolution
- Validate and Listen!



TEN ESSENTIAL VALUES

9. Recovery, resilience and natural supports
 - Response should contribute to the individuals larger journey toward recovery and resilience
 - Interventions should preserve the dignity, foster a sense of hope, and promote engagement with both formal systems and natural supports
10. Prevention
 - Response should address the individuals unmet needs to reduce the risk of future crisis





PRINCIPLES FOR ENACTING 10 ESSENTIAL VALUES

PRINCIPLES FOR ENACTING ESSENTIAL VALUES

- Access to supports and services are timely
- Services are provided in the least restrictive setting
- Peer support is available
 - Conveys a sense of hopefulness first-hand
 - Provides connection of supportive people with shared experiences
 - Reduces feelings of isolation and fear that can occur during a crisis
- Adequate time is spent with the individual



PRINCIPLES FOR ENACTING ESSENTIAL VALUES

- Plans are strengths-based
 - Routine practice is to focus on problems and deficits
 - Need to have equal attention to individual's immediately available and potentially available assets
 - Increases resilience and capability and empowerment
- Emergency interventions consider the context of the individual's overall plan of services
 - WRAP Plans, Advance Directives, History



PRINCIPLES FOR ENACTING ESSENTIAL VALUES

- Crisis services are provided by individuals with appropriate training and demonstrable competence to evaluate and effectively intervene with the problems being presented
- Individuals in a self-defined crisis are not turned away
 - Not meeting admission criteria can actually escalate a crisis
 - Have alternative resources available



PRINCIPLES FOR ENACTING ESSENTIAL VALUES

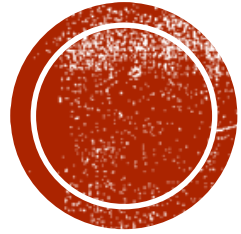
- Interveners have a comprehensive understanding of the crisis
 - Not only an understanding for what is happening in the moment, but why it is happening and how the individual fares when not in crisis
 - Mobile teams have advantages to meeting the individual where he or she is
- Helping the individual regain a sense of control is a priority
 - Offer choices: treatments, medications, who to involve, informed decision making
 - Have flexibility to allow the exercise of options (otherwise it will make it worse!)



PRINCIPLES FOR ENACTING ESSENTIAL VALUES

- Services are congruent with the culture, gender, race, age, sexual orientation, health literacy, and communication needs of the individual being served
- Rights are respected
 - Crisis responses must not convey the impression that an individual's exercise of rights is a hostile and defiant act
- Services are trauma-informed
- Meaningful measures are taken to reduce the likelihood of future emergencies





ENGAGE IN APPROPRIATE, ONGOING TRAINING AND GOOD SELF CARE!

Remember, in a Crisis, who/what can you control?

If you are not taking care of yourself, it is hard to care for others.

ADDITIONAL TRAINING — JUST A FEW IDEAS!

- CPI
- WRAP
- Psychiatric Advance Directives
- QPR
- Trauma Informed Care
- Emotional CPR
- Mental Health First Aid



- Having the staff listen to me, my story and my version of events
- Being asked about what treatment I want
- Trying to help me calm down before resorting to forced treatment
- Being asked about what treatments were helpful and not helpful

Allen, M., Carpenter, D., Sheets, J, Miccio, S., & Ross, R. (2003) What do consumers say they want and need during a psychiatric emergency? *Journal of Psychiatric Practice* (9) 1, 39-5

FROM THE PERSON'S SERVED PERSPECTIVE

Staff behaviors that consumers feel are most important to individuals in a mental health crisis



Questions?

Concerns?

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