

# CRISIS INTERVENTION

OUR ECHO Clinic



Review essential values for responding to a crisis

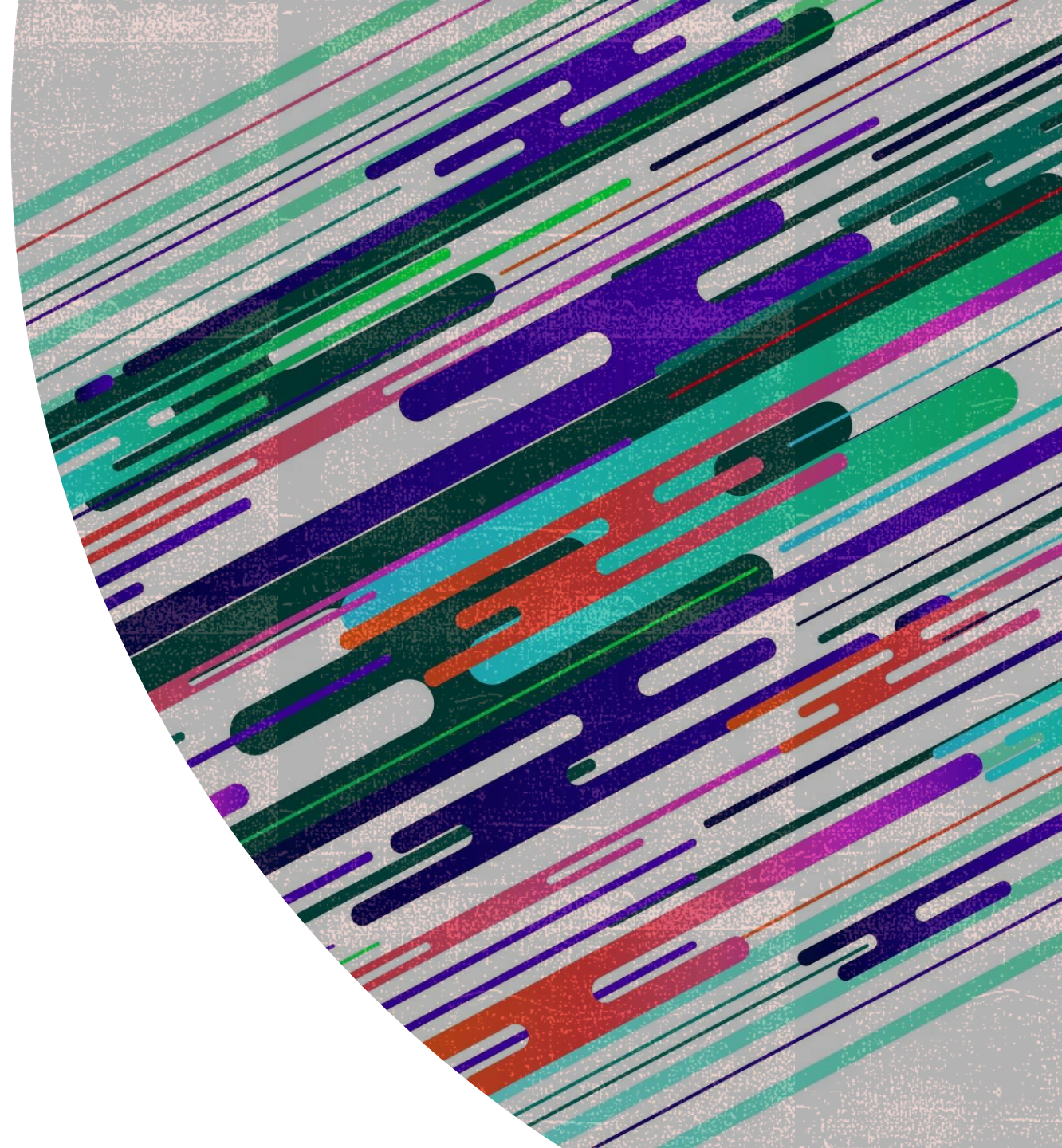
Discuss principles for enacting the essential values

Engaging in appropriate additional training

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

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# TEN ESSENTIAL VALUES



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## 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

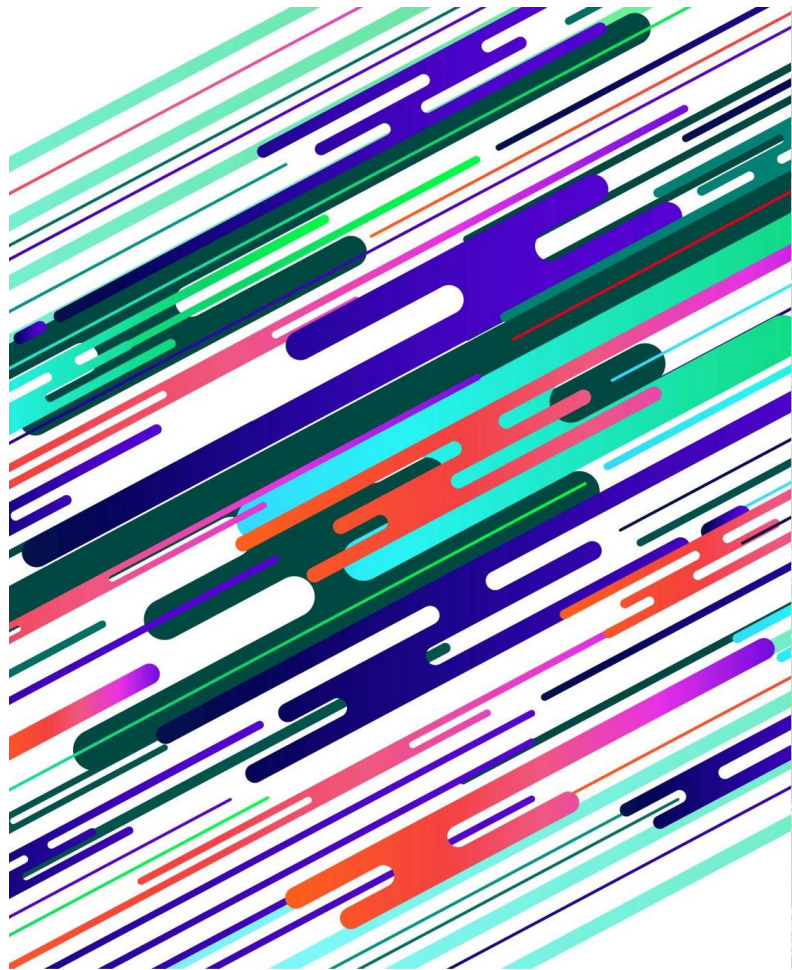
- Response should contribute to the individual's larger journey toward recovery and resilience
- Interventions should preserve the dignity, foster a sense of hope, and promote engagement with both formal systems and natural supports

## 10. Prevention

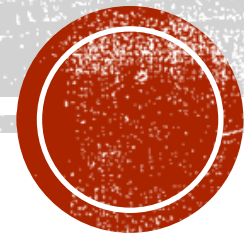
- Response should address the individuals unmet needs to reduce the risk of future crisis







# 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

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## 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

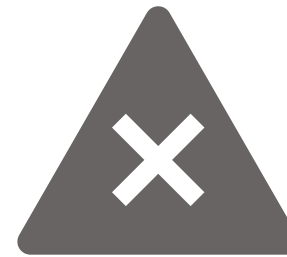
- WRAP Plans, Advance Directives, History



# 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

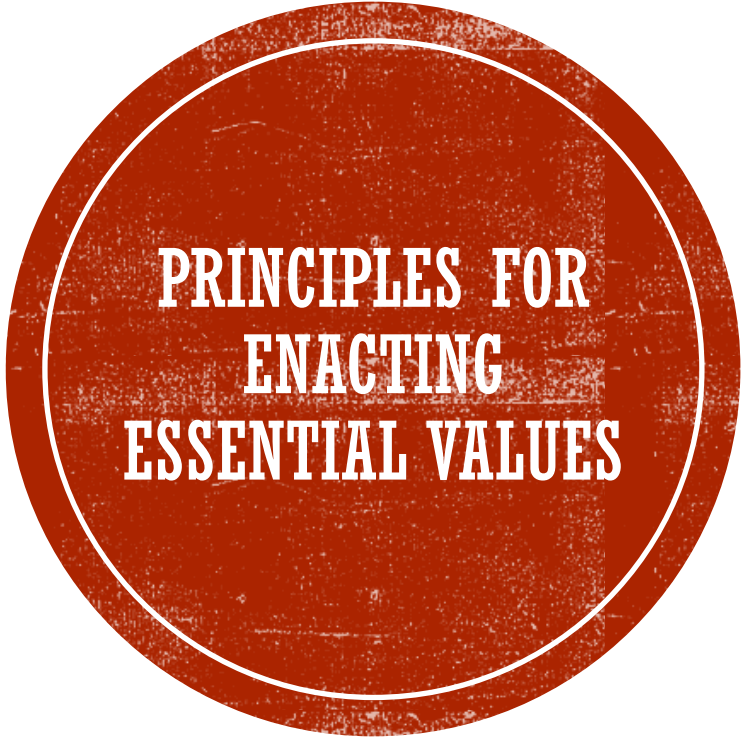
Interveners have a comprehensive understanding of the crisis

- 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

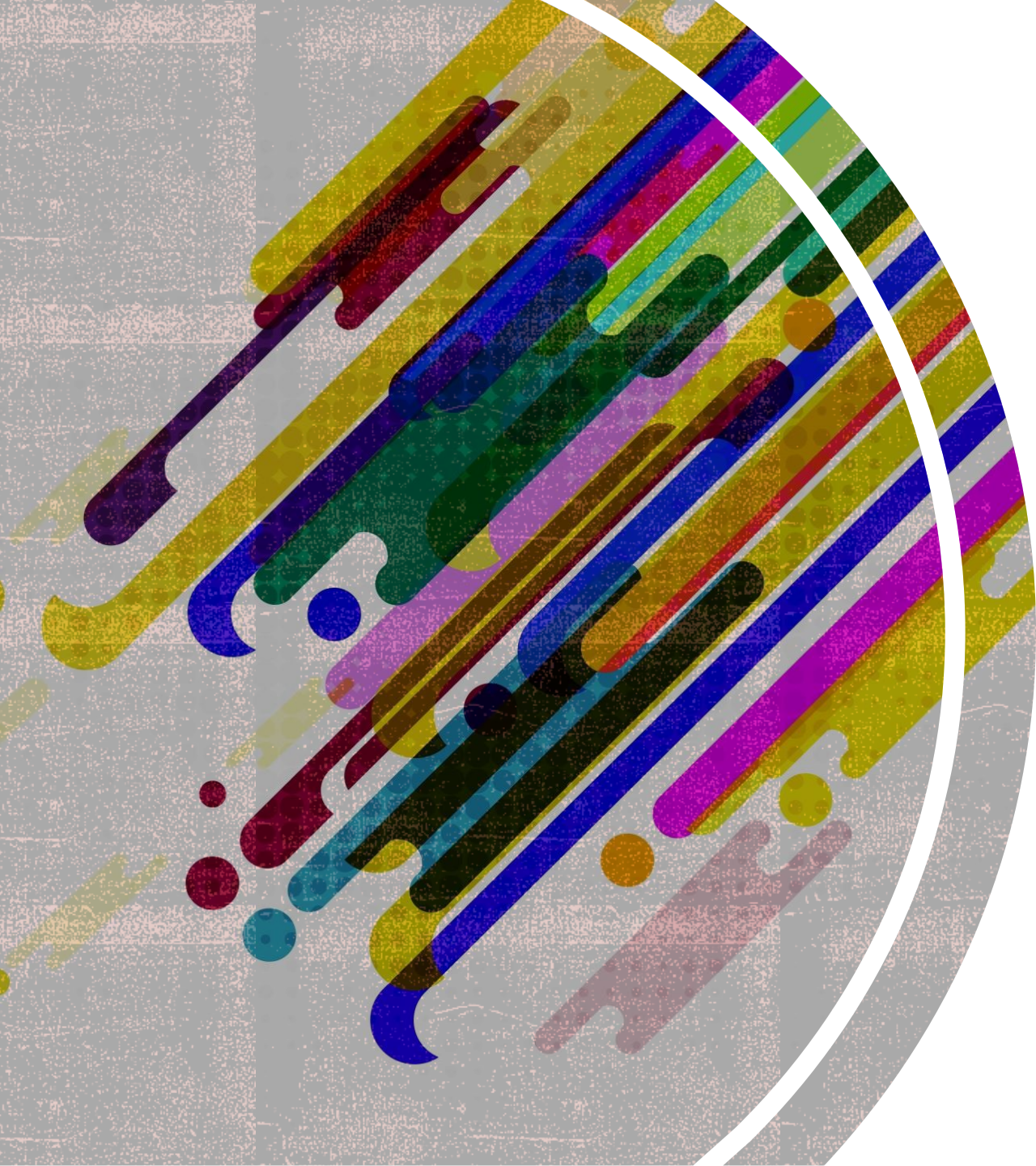
- Offer choices: treatments, medications, who to involve, informed decision making
- Have flexibility to allow the exercise of options (otherwise it will make it worse!)





**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
  - Don't ask why, ask what happened
- 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!

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CPI

WRAP

Psychiatric  
Advance  
Directives

QPR

Trauma  
Informed  
Care

Emotional  
CPR

Mental  
Health First  
Aid





## **FROM THE PERSON'S SERVED PERSPECTIVE**

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

- 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





Questions?



Concerns?

## **CONTACT INFORMATION**

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