

MENTAL HEALTH CRISIS PLANNING

RUBEN RIVERA-JACKMAN. MNPL RUBEN.RIVERAJACKMAN@HUMANGOOD.ORG

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1 in 5 adults, 43.8 million or 18.5% experiences mental illness in any given year

Among the 20.2 million adults who experience SUD, 50.5% (10.2 million adults) have a co-occurring mental illness

46% of homeless adults staying in shelters have a mental illness and/or substance use disorder

60% of all adults living with a mental illness received no mental health services in the previous year

African-Americans and Hispanic-Americans used MH services at about 1/2 the rate of Caucasian-Americans in the past year and Asian Americans at about 1/3 the rate

50% of mental conditions begin by age 14 and three-quarters by age 24.

Number of older-adults living with MH will double from 7 million to 14 million.

Less than 3% of all Medicare reimbursement is for the psychiatric treatment of older-adults.



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18-25% of older-adults need of MH care for depression, anxiety, psychosomatic disorders adjustment to aging, and schizophrenia.



10%-20% of people age 55+ experience some type of MH concern.

Older-adults account for only 7% of all inpatient psychiatric services, 6% of community MH services and 9% of private psychiatric care.

PREVALENCE OF SUICIDE



Suicide rate of the older-adults are among the highest of all age groups in the U.S.

An older-adult commits suicide every 17 days somewhere in the U.S.

OBSERVATIONS

• We all exhibit good and Not so good behaviors. (It's called being Human)

• Behaviors are demonstrations of who we are and how we communicate our responses to daily living and life in general.

Consider This

Usually, <10% of residents living with a untreated MH condition cause 100% of the behavioral challenges.

5 General Categories of MH Disorders (DSM-V)

- 1. Mood disorders: Depression and Bipolar Disorders.
- 2. Anxiety and Panic disorders: Generalized Anxiety and Post Traumatic Stress Disorders. (PTSD)
- 3. Disorders of Perception: Schizophrenia and Delusion Thinking Disorders.

5 General Categories of MH Disorders (DSM-V)

4. Disorders of Memory: Alzheimer's' and other Dementias (Lewy body, Vascular, Parkinson's, etc.)

5. Disorders of Personality: Borderline, Narcissistic and Anti-Social Personality Disorders.

MH AND OLDER-ADULTS

- Limited access to quality MH care due to a lack of experienced geriatric practitioners who are often uncomfortable caring for them. (Ageism/Stigma)
- Poor health and poor health care contributes to low life expectancy of people with MH disorders.
- On average, 10 years shorter than the general population.
- A recent study puts it at about 25 years shorter.

RESIDENT DEMOGRAPHICS

- Low/fixed and moderate incomes (LIHTC)
- Single/couple adults, families with children,
 Veterans and older-adults
 (55 w/disability or 62+)

HLGBTQ+

RESIDENT DEMOGRAPHICS

Biological, physical, mental health (MH) and substance use disorders (SUD).

Diverse racial, ethnic and cultural backgrounds.

Histories of intimate partner violence, physical and emotional abuse, neglect, poverty, discrimination, and oppression. CONTINUOUSLY EXPERIENCING LOSSES(<u>kübler-ross</u>)

- Employment (Identity)
- Social Economic Status (Income)
- Social Support Network
- Downsizing: Home, Space and Possessions
- Independence (Driving)

- Deteriorating Physical and MH
- Onset of multiple chronic Physical and MH conditions
- Dignity, Respect, Cultural Values, Familial Status
- Control and Choice
- Community: Familiar Surroundings, Safety

HOLISTIC APPROACH MODEL

- What is happening to your resident?
- Psycho-socially
- Medically/physically
- Family History/ Heredity/Genetics
- Financially
- Spiritually

- How is the world or the environment changing for your resident?
- How does these changes effect them physically, biologically, psychologically, and spiritually?
- Identify and address the stressors (Losses)

MENTAL HEALTH CRISIS

Many things can lead to a mental health crisis.

 Mental health crises can occur in people without a mental health diagnosis and in people following a treatment plan.

MENTAL HEALTH CRISIS

- Though untreated mental health conditions can lead to a crisis, it's a misconception that this is the only time they occur.
- •Any situation in which a person's behavior puts them at risk of hurting themselves or others and/or prevents them from being able to care for themselves or function effectively in the community.

MENTAL HEALTH CRISIS

Many people have worsened symptoms of preexisting mental health conditions and threaten or attempt self-harm.

 Psychiatric crises and emergencies are unique to the person, but they can look similar in how a person experiences and behaves during the crisis.

MH DECOMPENSATION

- Degradation or deterioration of mental health in an individual who up till that point has maintained his or her mental health condition.
- In some cases, may lead to verbal, physical abuse and in rare cases psychotic behaviors.
- Diminished ability to think and carry out activities of daily living. (ADLs)

HOME AND ENVIRONMENTAL STRESSORS

- Changes in relationship with others (boyfriend, girlfriend, partner, spouse)
- Losses of any kind due to death, estrangement or relocation
- Conflicts or arguments with loved ones or friends
- Trauma or exposure to violence

OTHER STRESSORS

Worrying about upcoming projects or tasks.

- Feeling singled out by peers; feeling lonely
- Real or perceived disrespect or discrimination

 Loss of benefits, decrease in financial assistance, etc.

OTHER STRESSORS

Being in crowds or large groups of people

 Experiencing community violence, trauma, natural disasters, terrorism

Pending court dates

Lease violation or eviction notices

OTHER STRESSORS

- Starting new medication or change in dosage of current medication
- Treatment or medications stops working
- Medication side-effects
- Stop taking medication or missing doses
- Using and abusing alcohol and illicit drugs

If you only Remember ONE Thing Behavior is Communication



Dancing the Medication Mambo

CHANGES IN BEHAVIOR

 Hyperactivity, inactivity, or alternating between the two

Lack of personal hygiene

Noticeable and rapid weight loss or gain

•Unusual sensitivity to noises, light, clothing

CHANGES IN BEHAVIOR

Noticeable and rapid weight loss or gain

Involvement in automobile accidents

 Forgetfulness and loss of personal possessions

Moving out of home to live on the street

CHANGES IN BEHAVIOR

Not sleeping for several nights in a row

 Bizarre behavior, e.g. skipping, staring, strange posturing, grimacing, etc.

MOOD DISTURBANCE

- Excessive fatigue, or an inability to fall asleep
- Pessimism; perceiving the world as gray or lifeless

Thinking or talking about suicide

MOOD DISTURBANCE

- Deep sadness unrelated to recent events or circumstances
- Depression lasting longer than two weeks
- Loss of interest in activities once enjoyed
- Expressions of hopelessness

THOUGHT DISTURBANCES

- Inability to concentrate
- Inability to cope with minor problems
- Irrational statements
- •Use of peculiar words or language structure
- Excessive fears or suspiciousness, paranoia

INABILITY TO COPE WITH DAILY TASKS

- Doesn't bathe, brush teeth, comb/brush hair
- Refuses to eat or eats too much
- Sleeps all day, refuses to get out of bed
- Can't sleep or sleeps very short periods of time

RAPID MOOD SWINGS

- Increased energy level
- •Unable to stay still, pacing
- Suddenly depressed, withdrawn

Suddenly happy/calm after period of depression

UNEXPLAINED PHYSICAL SYMPTOMS

Facial expressions look different

Increase in headaches, stomach aches

Complains they don't feel well

ISOLATION

- Decreased interest in usual recreational activities
- Changes in friendships
- Stops going to work/volunteer
- Socially withdrawals from community

IRREGULAR EXPRESSION OF FEELINGS

 Hostility from resident who is usually pleasant and friendly

- Indifference to situations, even highly important ones
- Inability to express joy

 Laughter at inappropriate times or for no apparent reason

INCREASED AGITATION

- Makes verbal threats
- Violent, out-of-control behavior
- Destroys property
- Culturally inappropriate language

DISPLAYS ABUSIVE BEHAVIOR

Hurts others

 Cutting, burning or other self-injurious behavior

Abuses alcohol or drug

LOSES TOUCH WITH REALITY (PSYCHOSIS) •Unable to recognize family or friends Has increasingly strange ideas Is confused and disorganized Thinks they are someone they are not

LOSES TOUCH WITH REALITY (PSYCHOSIS)

 Does not understand what people are saying

- Hears voices
- Sees things that are not there

- Possible to experience a crisis even following their treatment plan.
- Best way to prevent this is to have a treatment plan that works, and resident agrees to follow.
- Residents can document changes in behaviors by keeping a journal or making notes on a calendar which may help them recognize when a crisis is building.

Crisis may come suddenly and without warning.

 Prevent and even de-escalate a crisis by identifying the early changes in a person's behavior, such an increase in their stress level. (Baseline or "Normal")

•Useful to keep a journal or calendar to document behaviors that preceded behaviors of concern.

- Intervene in Person-Centered ways
- Individual is seen as an active partner in rather than a passive recipient of services.
- Develop a resident-centered Housing
 Stability and MH Crisis Management Plan

Priority is to help the person to regain a sense of control.

 Help to stabilize the situation, provide hope and a way out.

- Identify MH support systems when things are going well.
- Recognize early warning signs of relapse: changes in sleeping patterns, increasing social withdrawal, inattention to hygiene, and signs of irritability.
- Talk to their family members, especially when they're doing well. They can usually identify such signs and other more personal ones.

- Share stress reduction techniques that helped reduce symptoms in the past with trusted individuals.
- Schedule an appointment with a psychiatrist, case manager, therapist, or speak to a friend.
- Attend a self help, peer led or professional support group.
- Voluntary hospitalization stay for medication/dose adjustment. (Mental Health Tune-Up)

QUESTIONS TO CONSIDER

- What situations have led to a crisis in the past?
- What stress reduction strategies have worked in the past?
- How has conflict been avoided in the past?
- What steps can be taken to keep everyone safe and calm?
- Who can be called for support in a crisis?
- Have all available resources been utilized?

PLAN AHEAD

- Plan ahead for a mental health crisis.
- ROIs and confidentiality agreement, etc.
- The key is collaboration.
- Work collaboratively with others to assist the resident navigate their mental health crisis.
- Consider "outside the box" solutions.

INTERDISCIPLINARY TEAM

- 1. Resident
- 2. Property Manager
- 3. Service Coordinator
- 4. Maintenance Supervisor
- 5. 504 Coordinator (RA)

EXTERNAL SUPPORT TEAM

1. Family (if available and possible)

2. Clinical therapist/MHPs

3. APS

4. Professional organizer

5. Professional cleaner

EXTERNAL SUPPORT TEAM

- 6. Integrated Pest Control Manager
- 7. External storage company
- 8. State, City and County building sanitary and code enforcement
- 9. Police/Fire Chief
- 10. Mental Health Professionals (MHPs)

BUILDING TRIST AND RAPPORT

Stay Calm and be understanding.

•Use a gentle, respectful approach.

 Start with the person, discuss concerns/issues later.

Be non-judgmental.

SOCIAL SUPPORT SYSTEM
The must be involved in identifying solutions and trusted individuals.

 Family members, care-taker, friends, clergy, neighbors, MH case manager/counselor, etc.

 Written plan developed by the person with the mental health condition and their support team, typically family and close friends.

 Designed to address symptoms and behaviors and help resident prepare for a crisis.

It is important to have a written plan in place in the event of a crisis.

 Helpful to create before a crisis materializes and they will.

Anticipate and plan ahead. (Pre-emptive)

- Every plan is individualized, some common elements include:
- Person's general information
- Family information

 Behaviors present before the crisis occurs, strategies and treatments that have worked in the past.

Identify triggers

- The resident's physical condition
- The resident's emotional condition
- The environment.
- The way the resident was approached by others.
- How was the behavior handled? Did it work?
- Explore any recent medication changes or losses.

- Keep a log (Document, Document, Document)
- Document the responses and behaviors associated with the previous questions.
- See if you can determine a pattern.
 Baseline/"normal"/MO

- List of what actions or people that are likely to make the situation worse.
- List of what helps calm the person or reduces symptoms
- Current medication(s) and dosages
- Current diagnoses

- History of suicide attempts, drug use or psychosis
- Treatment choices/preferences
- Local crisis lines
- Addresses and contact information for nearby crisis centers or emergency rooms

•A list of the person's strengths and weaknesses.

Concrete and measurable short-term goals and a time-line for achieving these goals.

Specific objectives directed at achieving each goal.

- Identify people willing to help.
- List phone numbers of the mental health providers and the mental health crisis team. (MHPs)
- List of current prescribed medications, OTC medication, and supplements and their dosages.

TREATMENT PLAN

Research has shown the most effective treatment plan involves a combination of intervention types, regardless of whether treatment takes place in an inpatient psychiatric unit or in an outpatient setting. Examples of interventions or treatment options include:

STABILIZATION SERVICES OPTIONS

- Time limited. brief solution-focused strategies.
- •MH Tune up, short hospital stay, dose adjustment, med re-evaluation.
- Referrals to MH supportive housing/adult family home.

STABILIZATION SERVICES OPTIONS

- Referrals to long-term care options.
- Rapid access to psychiatrists, coordinated crisis plans and a referral to the county's mental health services.
- •Guardianship.
- Involuntary commitment.

PSYCHOSOCIAL TREATMENTS

Certain forms of psychotherapy (often called talk-therapy) and social and vocational training, are helpful in providing support, education, and guidance for people with mental illnesses and their families.

INDIVIDUAL PSYCHOTHERAPY

Regularly scheduled sessions between the person and a mental health professional.

 Examples include cognitive behavior therapy (CBT), dialectical behavior therapy (DBT) and interpersonal therapy.

PSYCHOEDUCATION

Teaching people about their mental health condition and treatment options.

SELF-HELP AND PEER SUPPORT GROUPS

For people and families led by and for people with personal experience.

 Groups are comforting because participants learn that others have experiences like theirs and that they're not alone. NAMI Connection and NAMI Family Support groups are examples of peer support groups.

PEER RECOVERY EDUCATION

 Structured instruction taught by people who have lived experience and can take place in a single session or a series.

NAMI Peer-to-Peer is an example of a peer recovery education program.

PEER-RUN SERVICES

 Based on principles of empowerment, choice, mutual help and recovery.

The goal is to create a supportive place in which people can find peers who understand them, learn recovery skills and help others.

PEER-RUN SERVICES

Common types of peer-run programs include:

✓ Drop-in or peer support center such as a clubhouse program

Ver mentoring, peer case management

CERTIFIED PEER SUPPORT SPECIALIST

Works alongside other health care professionals in traditional mental health programs to provide an extra level of support services to people with mental illness.

MEDICATIONS

- •Often help a person with mental illness to think more clearly, gain control and stabilize motions.
- Although any licensed physician can prescribe medication, psychiatrists and psychiatric nurse practitioners are the most knowledgeable about psychotropic medicines (those used to treat mental illnesses).

Don't forget to breathe.

•Use Mantras for emotional selfregulation

•Avoid harm to self, resident, other residents and other team members.

- X Don't threaten; this may be interpreted as a play for power and increase fear or prompt an assault.
- X Don't shout or raise your voice. If the resident doesn't appear to hear or be listening to you, it's not because he or she is hard of hearing. Other voices or sensory input is likely interfering or predominating.
- X Don't criticize or make fun of the resident. It can't make matters better and may make them worse.

- X Don't argue with other family members, particularly in the resident's presence.
- X This is not the time to argue over best strategies, allocate blame or prove a point. You can discuss the situation when everyone has calmed down.
- X Don't bait the person. He or she may just act on any threats made if you do. The consequences could be tragic.

X Don't stand over the person. If the person is sitting down, you sit down (or stand well away from him or her).

X If the person is standing, keep your distance. Avoid direct, continuous eye contact or touching the person. Such contact may seem threatening.

X Don't block the doorway or any other exit. You don't want to give your loved one the feeling of being trapped.

- **X** Do what the resident wants, as long as it's reasonable and safe.
- X Complying with reasonable requests helps them regain some sense of control.
- X Call Mental Health Crisis Line: 9-8-8.

X If you call 9-1-1, let them know they will be responding to a mental crisis.

IF NOT IN IMMEDIATE DANGER

- Call a psychiatrist, clinic nurse, therapist, case manager or physician who is familiar with the person's history.
- This professional can help assess the situation and offer advice.
- The professional may be able to make an appointment or admit the person to the hospital.

IF NOT IN IMMEDIATE DANGER

If you cannot reach someone and the situation is worsening, do not continue to wait for a return call.

Take another action, such as calling your county mental health crisis team.

If safety is a concern, call 911. However, make sure to tell them this is a mental health concern.

IN IMMEDIATE DANGER

 If the situation is life-threatening or if serious property damage is occurring, call 911 and ask for law enforcement assistance.

When you call 911, tell them someone is experiencing a mental health crisis and explain the nature of the emergency and your relationship to the person in crisis.

IN IMMEDIATE DANGER

- Telling the law enforcement agency that it is a crisis involving someone with a mental illness increases the chance that they will send an officer trained to work with people with mental illnesses.
- Be sure to tell them, if you know for certain, whether the person has access to guns, knives or other weapons.

✓ Remain calm

✓ Explain that your resident is having a mental health crisis and is not a criminal

Ask for a Crisis Intervention Team (CIT) officer, if available

- ✓ Your name
- ✓ The person's name, age, description
- ✓ The person's current location
- \checkmark Whether the person has access to a weapon

- Information you may need to communicate:✓ Mental health history, diagnosis(es)
- ✓ Medications, current/discontinued
- ✓ Suicide attempts, current threats
- ✓ Prior violence, current threats

- Information you may need to communicate: ✓ Drug use
- Contributing factors (i.e. current stressors)
- ✓ What has helped in the past
- Any delusions, hallucinations, loss of touch with reality

MENTAL HEALTH EMERGENCY

Allow your resident to pace/move freely

- ✓ Offer options (for example "do you want the lights off?)
- Reduce stimulation from TV, bright lights, loud noises, etc.
- **X** Don't disagree with the person's experience

MENTAL HEALTH EMERGENCY

- ✓ If you don't feel safe at any time, leave the location immediately.
- ✓ If you feel safe staying with resident until help arrives:
- ✓ Announce all of your actions in advance
- ✓ Use short sentences
- \checkmark Be comfortable with silence

MENTAL HEALTH EMERGENCY

 Follow your Organization's Emergency and Crisis Response Policies and Procedures, Protocols, etc.

Understand what the expectations are.

POST CRISIS

DECOMPRESS

DEBRIEF

DOCUMENT

POST CRISIS RESOLUTION

Following a crisis, it is important to reflect back on what has happened to learn how to potentially prevent or minimize future crises.

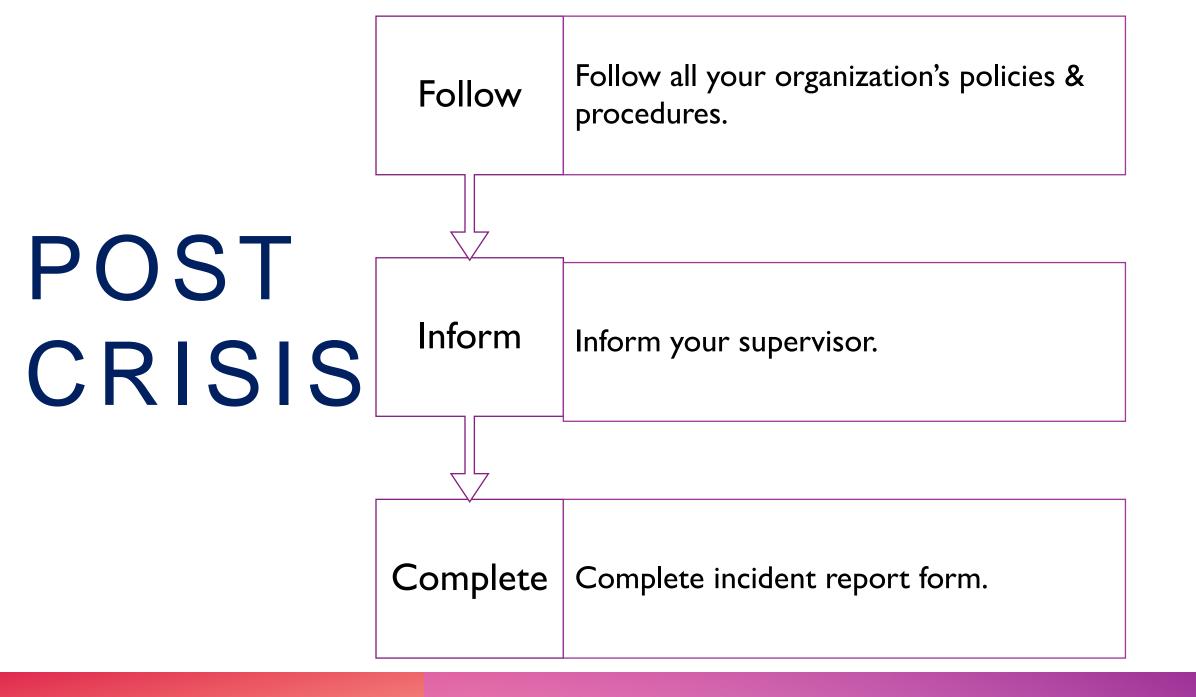
POST CRISIS RESOLUTION

- Some important questions to ask include:
- •What situations or triggers led to the crisis?
- •What worked to reduce tension or avoid a conflict?
- •What steps did we or could we have taken to keep everyone safe and calm?

POST CRISIS RESOLUTION

Write down the results of this reflection and include it in future crisis plans.

The more you understand the underlying causes and triggers of a crisis and what strategies helped, the more prepared you will be in case of future crises.



REMEMBER THE BASICS ABOUT BIZARRE BEHAVIOR •The behavior is a symptom of an illness.

- •You did nothing to cause the behavior.
- People with mental illness are sometimes able to control their behavior.
- In most situations, the behavior usually does not present an immediate danger to anyone.

DON'T TAKE IT PERSONALLY!

•Keep in mind that the resident may not necessarily be angry with you.

 S/he may misunderstand the situation, or is frustrated with his or her own disabilities, or embarrassed for or ashamed of letting the situation get to the point in which it is.

SELF-CARE

- Remember to take care of yourself.
- Don't try to control people or events.
- Speak up!
- See something, do and or say something!
- Take relaxation breaks.

- Exercise. (dopamine and endorphins)
- Allow yourself some playtime every day.
- Practice positive self-talk. (mantra)
- Take a vacation, staycation.
- Tend to your garden of friends.

A TOOLBOX OF SUPPORT

- Setting aside time for extra sleep.
- Talking with a friend or loved one.
- Talking with your health care professional.
- Attending a peer support group.
- Watching a funny movie.

- Spending time in nature, like going to a park.
- Writing in a journal.
- Spending time on a hobby.
- Volunteering for your favorite organization or helping someone else.
- Cutting back on a few nonessential responsibilities.

•2-1-1 & 9-1-1



 National Alliance on Mental Health http://nami.org

- Area Agency on Aging (AAA)
- Crisis Line (24 hours) 9-8-8
- National Institute of Mental Health <u>http://www.nimh.nih.gov</u>
- County Designated Mental Health Professionals (MHPs)

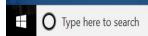


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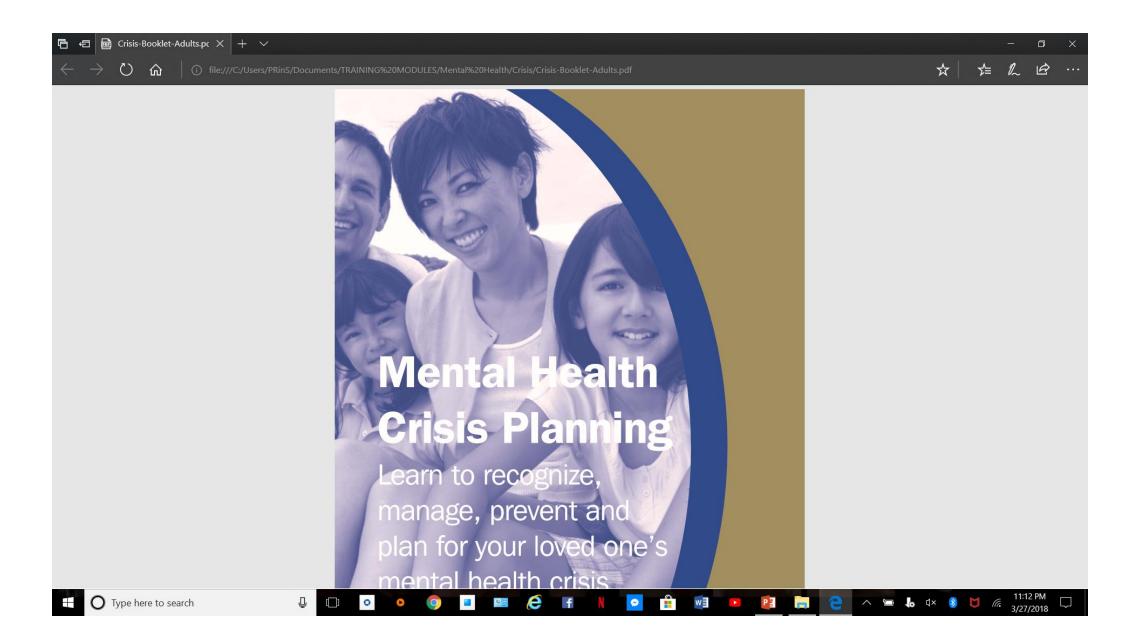
Get Involved and Make a Difference

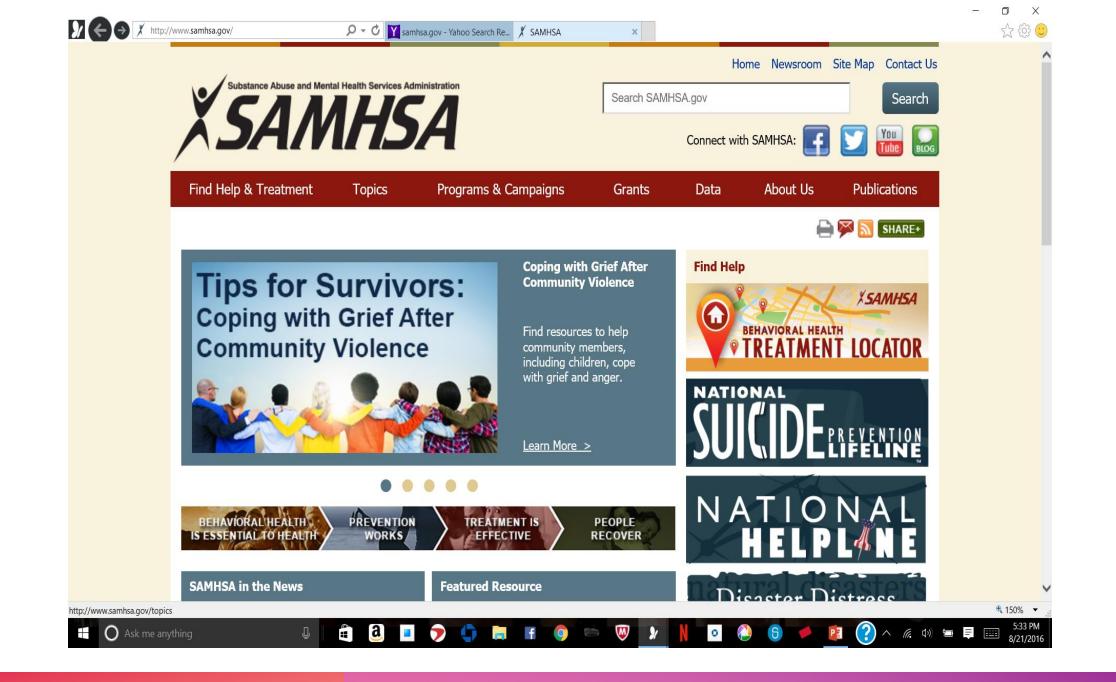
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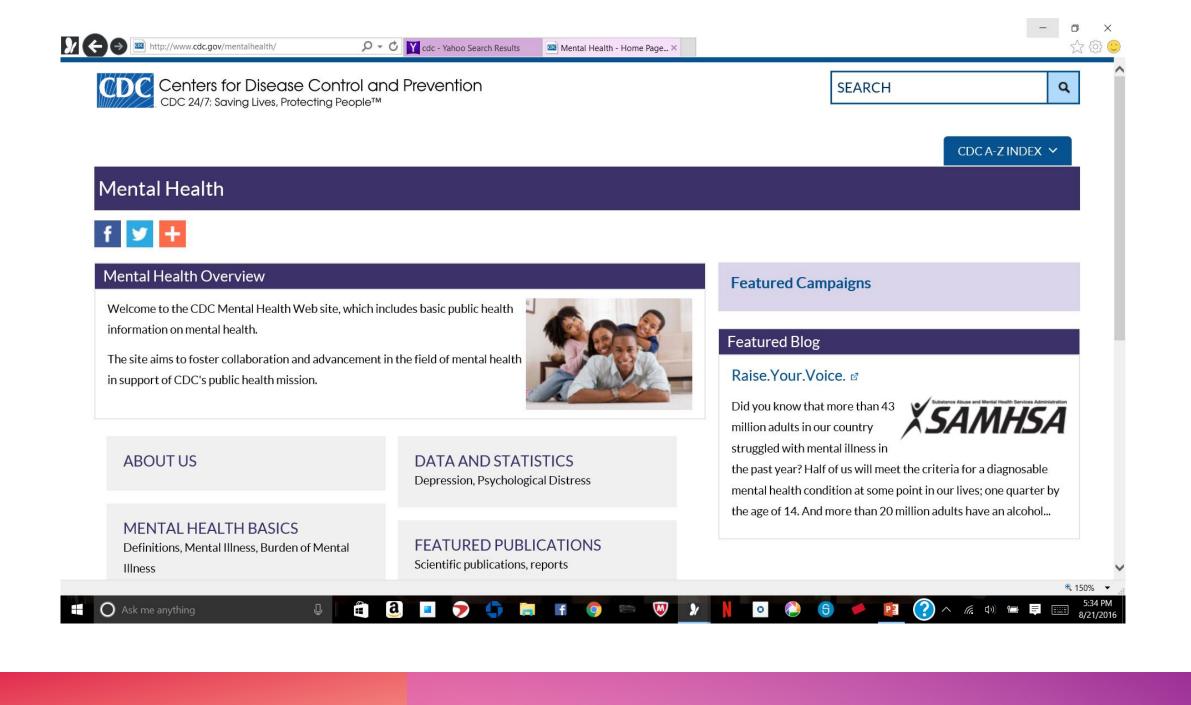


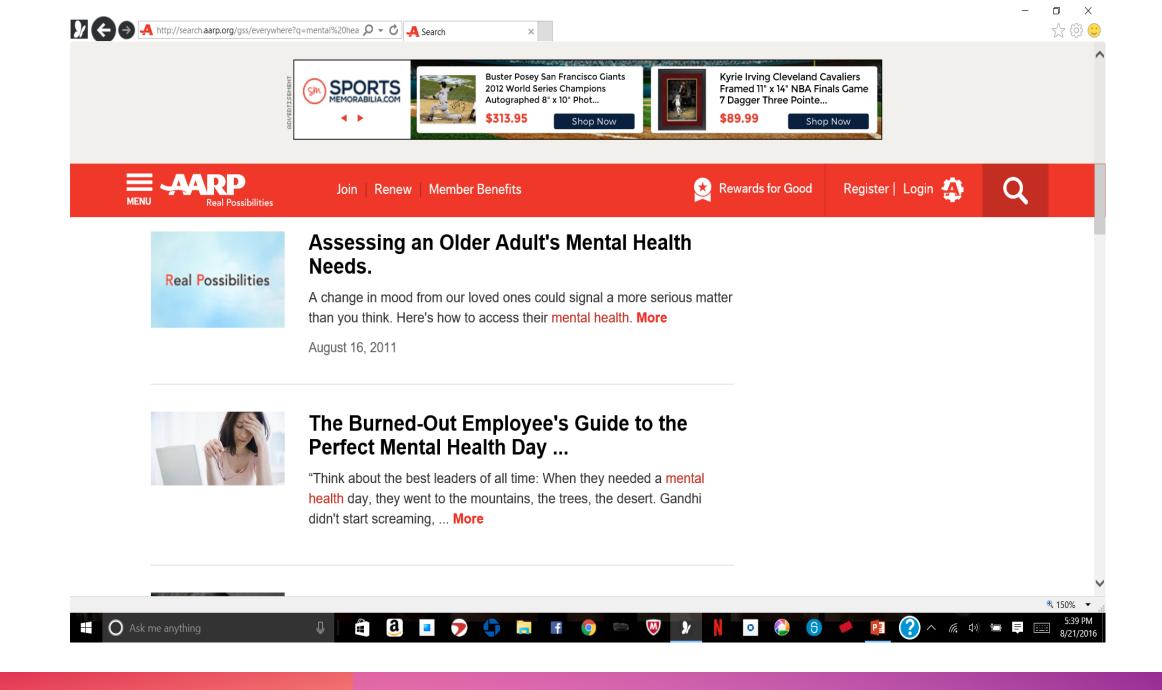
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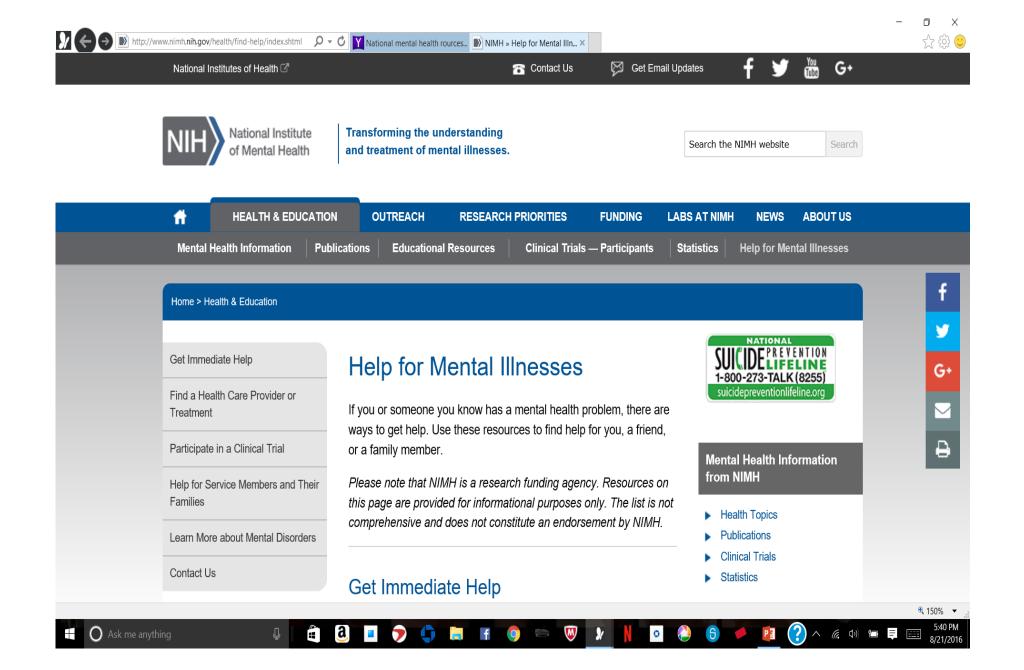


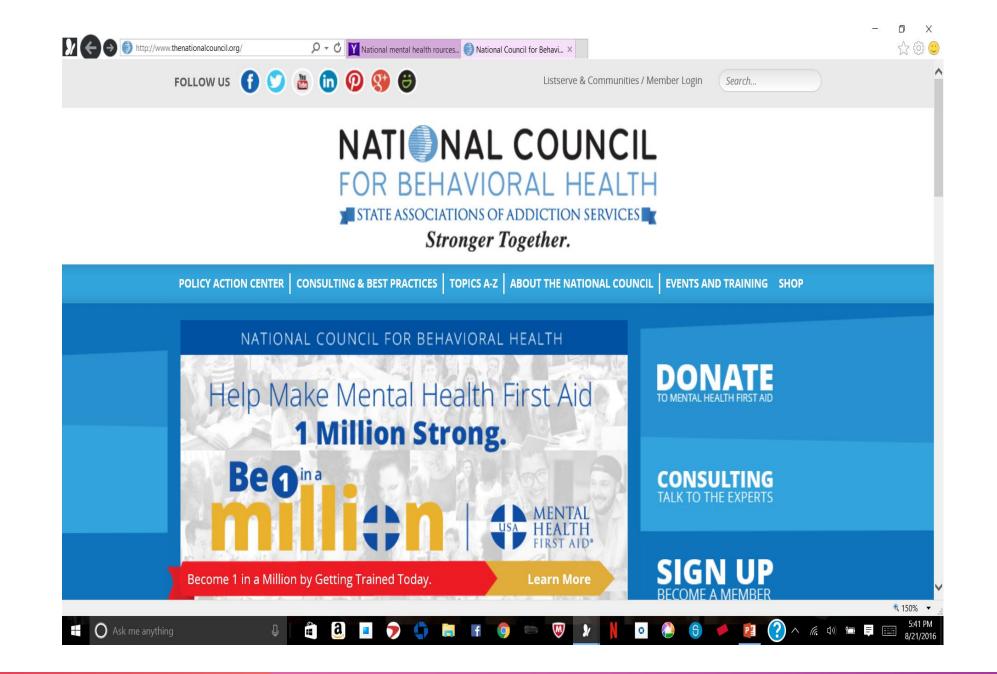














PRACTICE GUIDELINES:

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CORE ELEMENTS IN RESPONDING TO MENTAL HEALTH CRISES



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