



## Tools for Creating Calm in Times of Distress: Part 4

November 16, 2023



CENTER OF  
**EXCELLENCE**  
FOR BEHAVIORAL HEALTH  
IN NURSING FACILITIES

# Today's Event Host

## Nikki Harris, MA, CBHC-BS

### COE-NF TRAINING AND EDUCATION LEAD

- For the past 20 years, Nikki has provided program implementation, development, management, external and internal trainings, policy development, quality assurance, and managed training coordination and technical support throughout the southeast region.
- Previously, she served as the program manager for the Division of Behavioral Health and Substance Use Services within the South Carolina Department of Corrections.
- She has a B.A. in psychology from the University of South Carolina, a M.A. in counseling from Webster University and is a certified behavioral specialist.





# Today's Presenter

## Mathew R Roosa, LCSW-R

### CONSULTANT & FOUNDING MEMBER OF NIATX

Mathew is a consultant who provides training, coaching, technical assistance and planning support to universities, research studies, governments and health and human service provider organizations.

Focusing on behavioral health, Mathew's experience also includes psychotherapy for mental health and substance use in agencies and private practice, teaching at the undergraduate and graduate levels in human services and social work, agency administration, and governmental planning.

Current areas of focus include evidence-based practice implementation, process/quality improvement (founding member of NIATx), staff and team development, and a wide array of training topics including coaching, mentoring, contingency management, stimulants, CLAS, wellness, motivational interviewing systems implementation, and the NIATx Change Leader Academy.

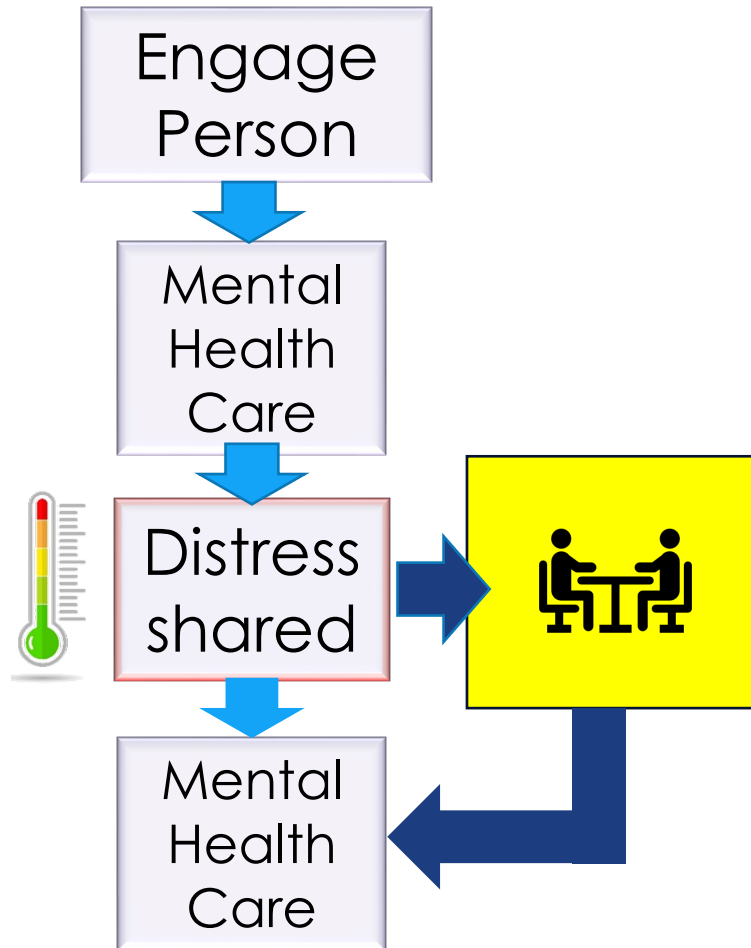


# Learning Objectives:

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- Use the Motivational interviewing (OARS Engage-Focus-Evoke-Plan) to respond to and resolve distress.
- Gain familiarity with open ended questions as a strategy for engagement.

# Responding to Distress: The Pivot



You have **Tools.**

They will save **Time.**

They will help you to complete your **Tasks.**

# Spirit of MI:

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## Strategies for Success



Focus on the person, not the behavior



Try not to judge residents for problematic behavior



Who they are vs. what they do



Help residents identify their strengths, hopes, and dreams

# MI Understands Ambivalence...

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- **We are all ambivalent:** Mixed feelings about changing behaviors.
- Reflective listening
- Helping people to make their own argument for change

# Polling Question

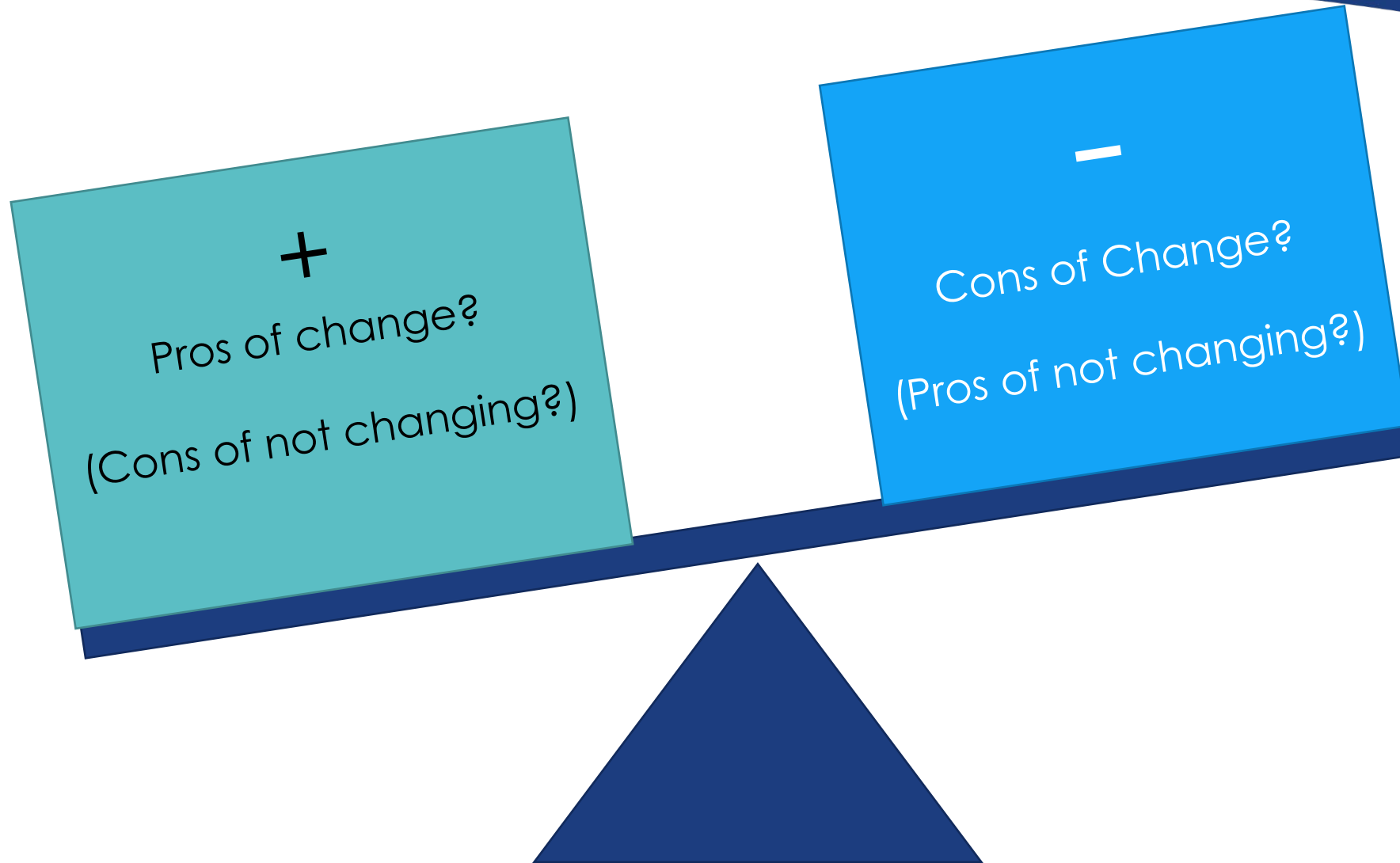
What % of certainty do you have for most of the decisions you make?

Select one:

- 50/50
- 60% certainty
- 75% certainty
- 90% certainty



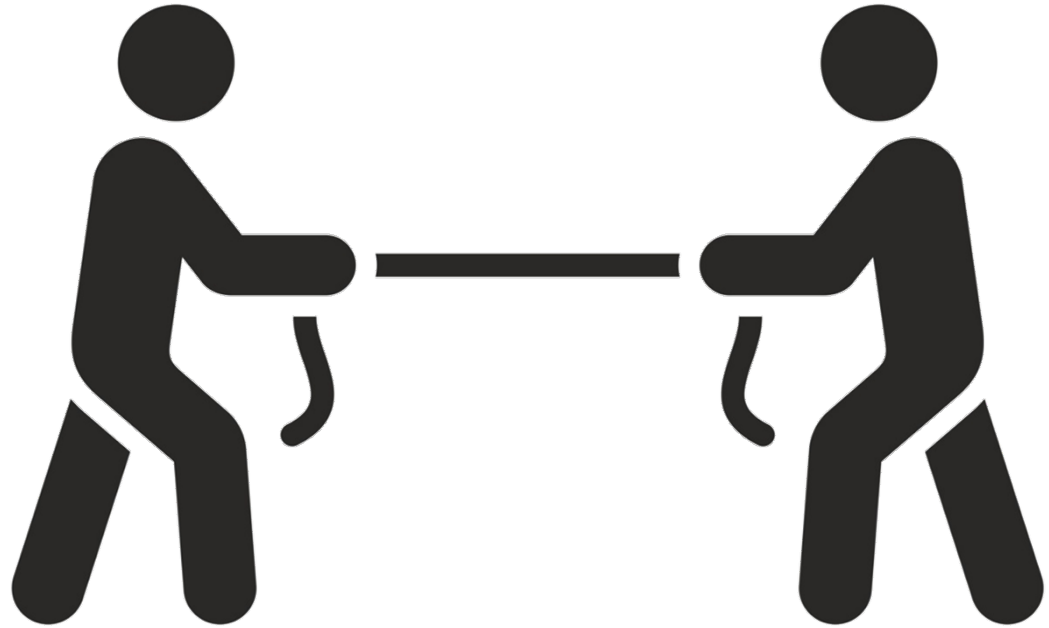
# MI Decision Balance



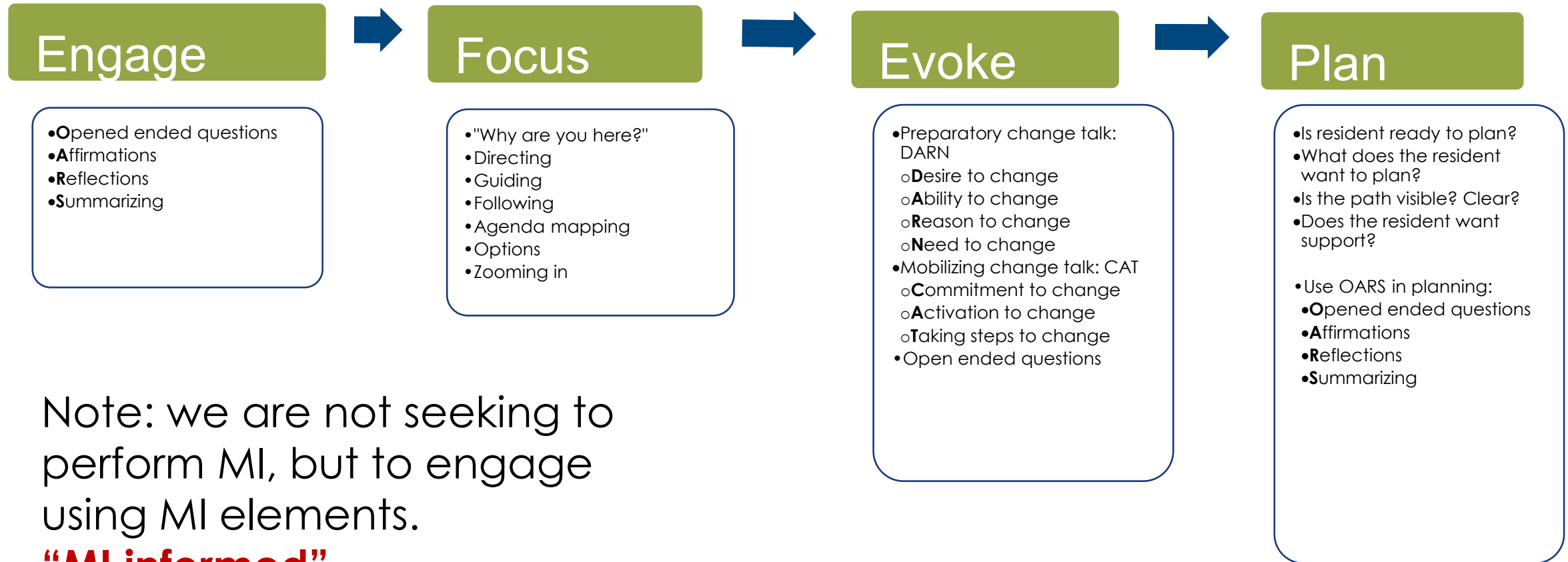
# What happens when you...

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- Pull the rope?
- Drop the rope?
- Pushing/pulling against resistance increases it
- A “mindset/ heartset” of collaboration
- Empathy: looking at the world through the eyes of the resident and working to find out what they need.



# Four MI Processes



Note: we are not seeking to perform MI, but to engage using MI elements.

**"MI informed"**

# OARS

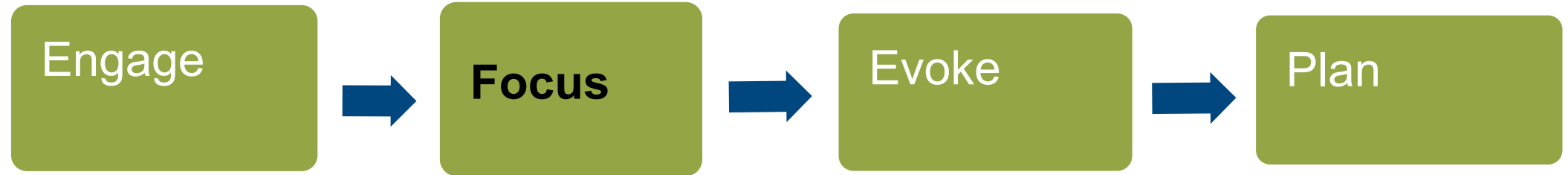
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- **O**pened-ended questions
- **A**ffirmations
- **R**eflections
- **S**ummarizing

# Why?

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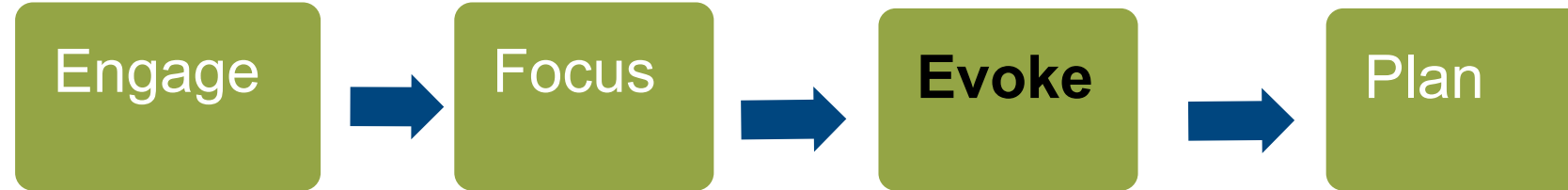


- Why are you here?
- Directing
- Guiding
- Following
- Agenda mapping
- Options
- Zooming in



# Change Talk: Preparatory

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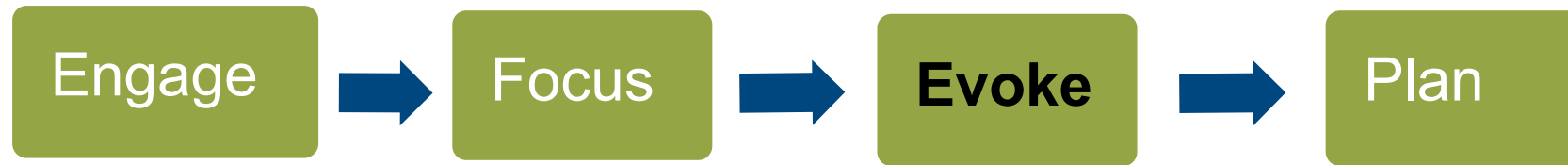


## DARN

- **D**esire to change
- **A**bility to change
- **R**eason to change
- **N**eed to change

# Change Talk: Mobilizing

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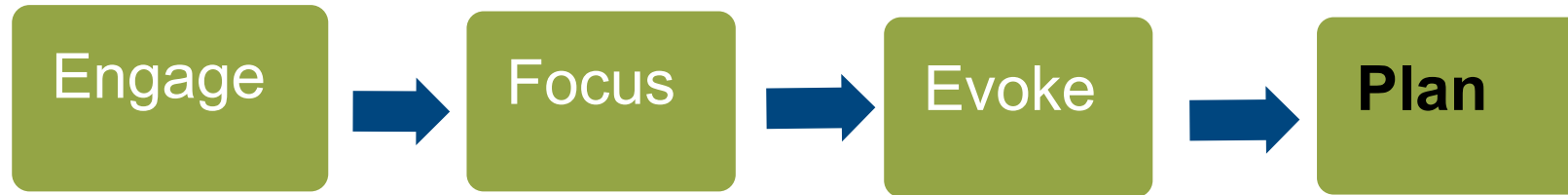


CAT

- **C**ommitment to change
- **A**ctivation to change
- **T**aking steps to change
- Open-ended questions

# The Plan

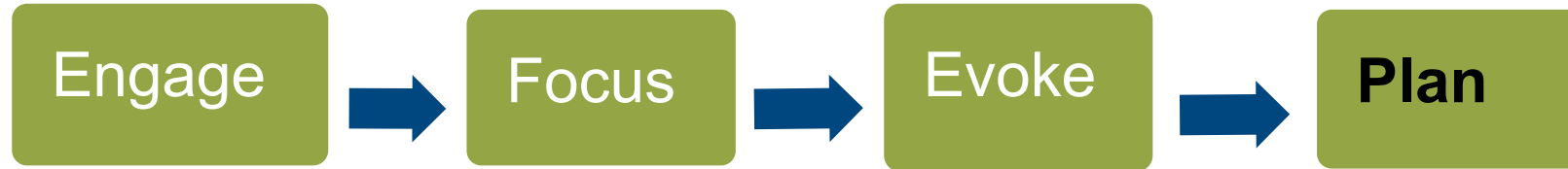
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- Is client ready to plan?
- What does the client want to plan?
- Is the path visible? Clear?
- Does the client want support?

# Use OARS in planning

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- **O**pen-ended questions
- **A**ffirmations
- **R**eflections
- **S**ummarizing

# 5 Minute BREAK OUT #1

## Groups of 5

One person shares a significant decision that they are considering: (Something significant but not too personal: e.g., what car to buy whether or not to take a class, what color to paint the living room, etc.)

The person will share the options (classes, cars, colors)

The other will then work to convince the person to choose one of the options (all will support the same option.)



# 5 Minute BREAK OUT: Debrief

- How did it feel to have others trying to convince you?
- Did it push/ pull you toward or away from the idea they promoted?
- What did you learn about your options?

# Polling Question

For those who shared their decision, what was the result of the efforts to convince you?

Select one:

- They made me **much more likely** to select that option.
- They made me **some what more likely** to select that option.
- They made me **no more likely** to select that option.
- They made me **a little less likely** to select that option.
- They made me **much less likely** to select that option.

# 5 Minute BREAK OUT #2

## Groups of 5

One different person shares a significant decision that they are considering: (Something significant but not too personal: e.g., what car to buy whether or not to take a class, what color to paint the living room, etc.)

The person will share the options (classes, cars, colors)

The other will then work to **ask open ended questions** about the decision. (Why?, How?, tell me more, what led to...?, etc.)

# 5 Minute BREAK OUT: Debrief

- For those who shared:
- How did it feel to have others asking open ended questions?
- What did you learn?
- Did it move you closer or farther from clarity about the decision?

# 5 Minute BREAK OUT: Debrief

- For those who asked open ended questions:
- Did you want to tell them what to do?
- Did you experience the “fixing reflex”? (the impulse to solve the problem/ answer the question/ give direction)



# Polling Question

For those who asked questions...

Describe the experience of considering and asking open ended questions: Select one answer:

- It was easy, came naturally
- It took some thought
- It was hard work

# Where can I use open ended questions?

1. With residents
2. With family members
3. With coworkers
4. With everybody

# 5 Minute BREAK OUT: Debrief

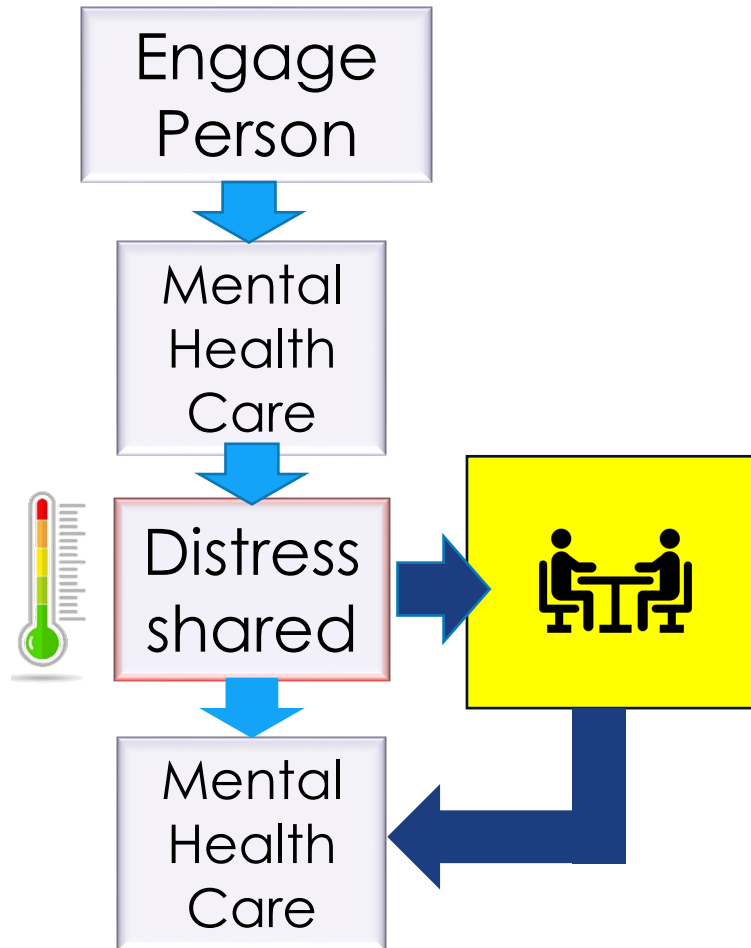
## Groups of 5

How did it feel to have others trying to convince you?

Did it push/ pull you toward or away from the idea they promoted?

What did you learn about your options?

# Responding to Distress: The Pivot



You have **Tools.**

They will save **Time.**

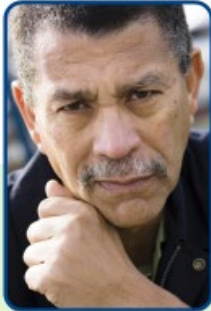
They will help you to complete your **Tasks.**

# COE-NF Resource – Tips to Manage Challenging Situations



## Tips to Manage Challenging Situations

When residents are experiencing a high level of fear and anxiety, staff may notice a wide range of emotions and behaviors, such as increased anxiety levels, crying spells, crying out, fear, aggression and agitation. Here are some tips that will help staff provide the best possible care and safety when intervening in these situations:



1. Ask about and listen to the concern(s).
2. Remain calm and speak in a monotone voice.
3. Answer questions the resident may have about the situation; be concise and honest.
4. Offer reassurance that everything that can be done, is being done.
5. Politely tell the resident what you would like him/her to do.
6. Offer choices. Ask, "What can I do to make you feel better?" Follow through if it is within your control. For requests outside of staff control, share the need with management.
7. Do not become involved in a power struggle or escalate the situation. Know when it is time to step away and allow a colleague to engage.
8. Be mindful of nonverbal body language: facial expressions, hand movement, posture and gestures.
9. Do not take the interaction personally.
10. If you are unfamiliar with the resident, consider involving a staff member who is familiar with the resident.
11. Staff should report any changes in behaviors to the charge nurse.



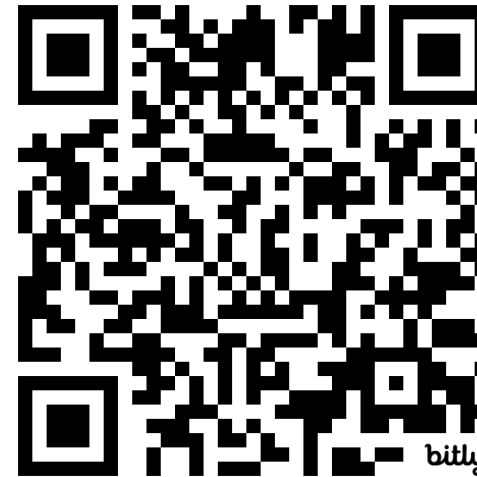
The Center of Excellence's **Comfort Menu** offers many helpful options to help residents reduce anxiety and discomfort.

Obtain a behavioral health consult if symptoms of agitation persist.

This document was adapted from Alliant Health Solutions and modified by the Center of Excellence for Behavioral Health in Nursing Facilities. This work is made possible by grant number 1H19SM001705 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Substance Abuse and Mental Health Services Administration.



Scan the QR code or visit the link below to view this resource.



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# COE-NF Resource – Mindful Moment



This material was prepared by Alliant Health Solutions as a strategic partner in Morehouse School of Medicine's National COVID-19 Resiliency Network (NCRN) and modified by the Center of Excellence for Behavioral Health in Nursing Facilities. This work is made possible by grant number 1H79SM067155 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Substance Abuse and Mental Health Services Administration.

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[https://nursinghomebehavioralhealth.org/wp-content/uploads/2023/03/COE-Mindfulness-Moment-Flyer\\_FINAL\\_508.pdf](https://nursinghomebehavioralhealth.org/wp-content/uploads/2023/03/COE-Mindfulness-Moment-Flyer_FINAL_508.pdf)

# COE-NF Resource: Stop the Merry-Go-Round: Ways to Help Calm the Mind and Body

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[https://nursinghomebehavioralhealth.org/wp-content/uploads/2023/04/COE-NF-Keep-Your-Mind-Grounded\\_508.pdf](https://nursinghomebehavioralhealth.org/wp-content/uploads/2023/04/COE-NF-Keep-Your-Mind-Grounded_508.pdf)



## Stop the Merry-Go-Round: Ways to help calm the mind and body



During periods of stress, you may find your thoughts spinning. When you feel like your thoughts are going round and round, like your brain is on a merry-go-round, try 'grounding' techniques to refocus your thoughts.

Grounding is a way to calm worried thoughts by using your five senses. When your thoughts are calm, your body is more relaxed.

To feel calmer, finish one or more of the following sentences:

I see \_\_\_\_\_ example: I see the color red.  
I feel \_\_\_\_\_ example: I feel the chair I am sitting on.  
I hear \_\_\_\_\_ example: I hear water running.  
I smell \_\_\_\_\_ example: I smell the coffee.  
I taste \_\_\_\_\_ example: I taste something sweet/sour.

The more you practice, the better you get at staying calm and grounded!

Grounding can help anyone. Use this for yourself or help a resident stay grounded.



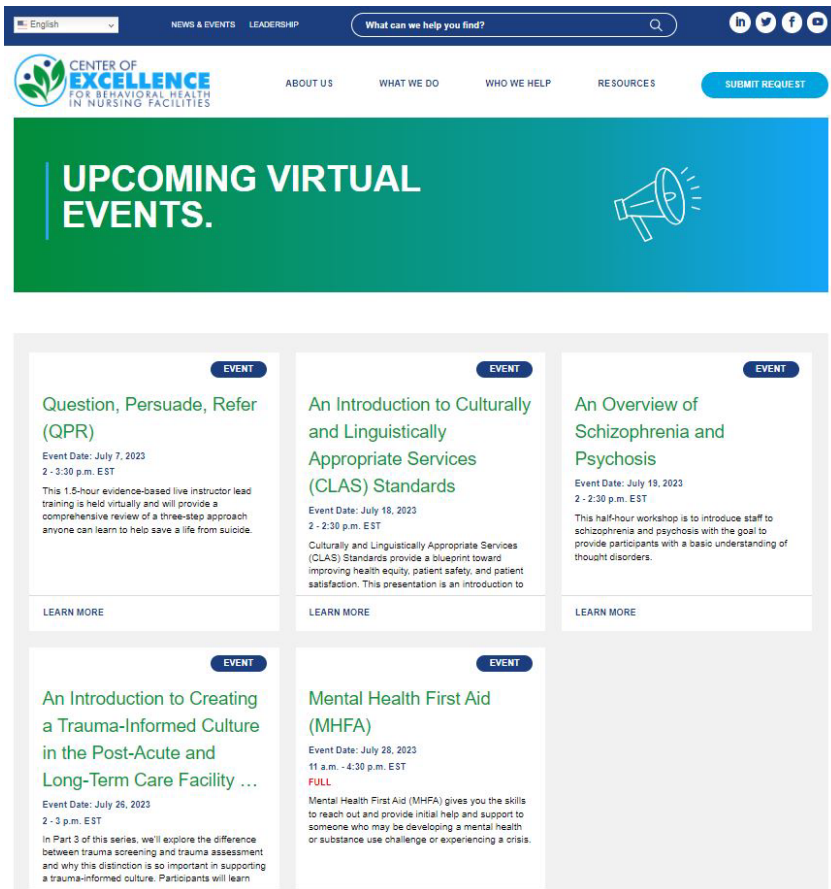
This material was adapted in part from Mental Health America "Keep Your Mind Grounded", prepared by Alliant Health Solutions, and modified by the Center of Excellence for Behavioral Health in Nursing Facilities. This work is made possible by grant number 1H08BAG0017150 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Substance Abuse and Mental Health Services Administration.



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Event Title	Event Date	Event Time	Status
Question, Persuade, Refer (QPR)	July 7, 2023	2 - 3:30 p.m. EST	Available
An Introduction to Culturally and Linguistically Appropriate Services (CLAS) Standards	July 18, 2023	2 - 2:30 p.m. EST	Available
An Overview of Schizophrenia and Psychosis	July 19, 2023	2 - 2:30 p.m. EST	Available
An Introduction to Creating a Trauma-Informed Culture in the Post-Acute and Long-Term Care Facility ...	July 26, 2023	2 - 3 p.m. EST	Available
Mental Health First Aid (MHFA)	July 28, 2023	11 a.m. - 4:30 p.m. EST	FULL

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## Contact us:

For more information or to request assistance, we can be reached by phone at **1-844-314-1433** or by email at [coeinfo@allianthealth.org](mailto:coeinfo@allianthealth.org).

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# Thank You!

