



Tools for Creating Calm in Times of Distress: Part 5

January 11, 2024



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.

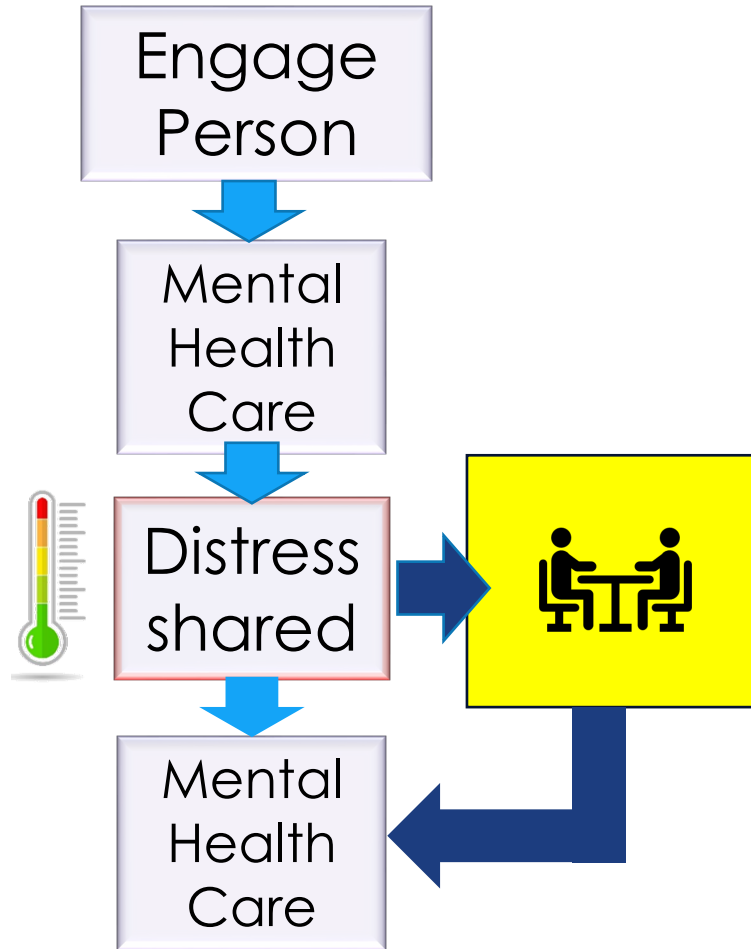
Current areas of focus include evidence-based practice implementation, process/quality improvement (founding member of NIATx), staff and team development, and a wide array of training topics including coaching, mentoring, contingency management, stimulants, CLAS, wellness, motivational interviewing systems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



Learning Objectives:

- Practice de-escalation using key tools (grounding, OARs, etc.)
- Identify your personal fixing reflexes, and how to contain them.

Responding to Distress: The Pivot



You have **Tools.**

They will save **Time.**

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

Grounding



Back to the present Space and Time: Ways to get grounded

- Breath
- Eat / drink
- Touch something (Temp change)
- Smell something
- Body awareness
- Music/ sound
- Visual focus

- *I am here, right now and I am safe.*

Back to the present Space and Time: Ways to get grounded

- Hear, see, touch, smell, taste
- What works for you?
- What are your self soothing strategies in times of distress?
- How do you keep yourself from fight, flight, freeze?

- 5-minute break-out: each person take a minute to share something that you do that grounds you.

5-4-3-2-1

- 5 things you hear
- 4 things you see
- 3 things you can touch from where you're sitting
- 2 things you can smell
- 1 thing you can taste

Informal Grounding

- Share examples of ways that you have distracted people or brought them back to the present moment to reduce distress.



- *I like your hat.*
- *Some weather we're having.*
- *Are you warm enough?*
- *Is that chair comfortable?*

OARS to reduce distress

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

Open ended Questions: Which when?

Common Distress	Useful O E Q
?	?
?	?
?	?

What are the open-ended questions that would be effective in response to common distresses of residents?

Affirmations to reduce distress

1. Imagine a recent experience of resident distress.
2. Consider how you could finish the following phrase with an affirmation that would work.
3. (Calms, enhances mood and self perception, is perceived as genuine/ not manipulative)
 - *I notice that...*
 - *I appreciate that...*
 - *It seems like you....*
 - *I am impressed that...*

Reflections to reduce distress

- Reflections let us know we are heard
- When we are heard, we do not feel the need to get louder.
- Consider a recent experience of resident distress...

I hear you telling me...

Tip: How high are your listening levels? Strong reflections require strong listening

Summaries to reduce distress

- Summaries let us know that people understand the whole picture.
- Consider a recent experience of resident distress...
- ***So, these are the key concerns that you have right now...***
- ***So, this is the situation as I understand it...***
- **Risk:** *Does a framing of the story/themes big picture reduce or amplify distress?*

An aerial photograph showing the wake of a boat moving through the ocean. The water is a deep blue, and the wake consists of white, frothy waves trailing behind the boat. The perspective is from directly above, looking down at the churning water.

To fix or not to fix?

Compassionate Presence

Don't just do something, sit there.

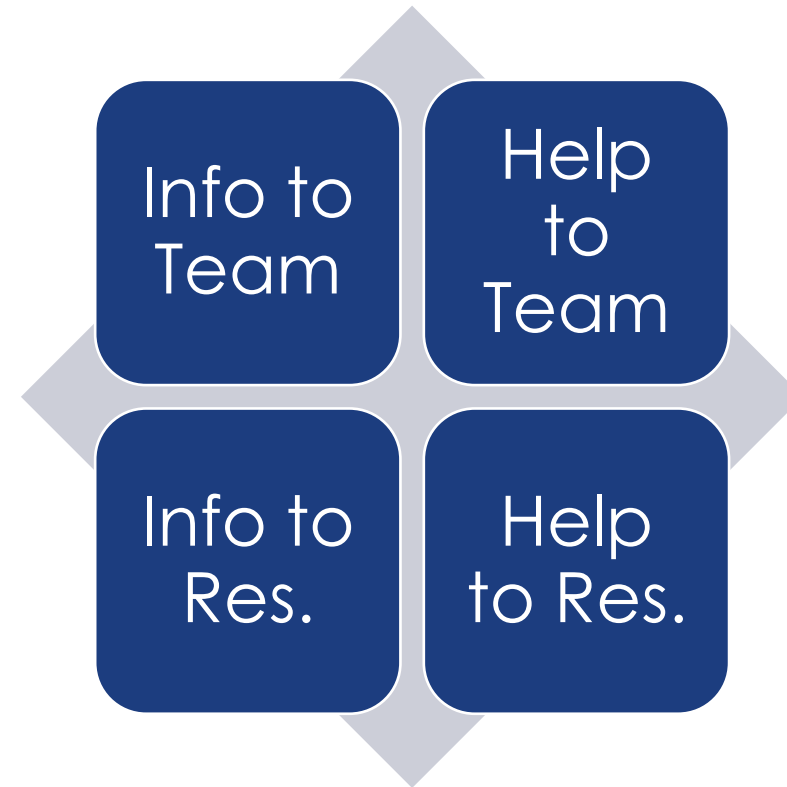


Poll Question

Which of the following situations would create a strong “fix it” reaction/ impulse from you? (Choose all that apply.)

1. Calm someone who is angry.
2. Cheer up someone who is sad.
3. Sooth someone who is fearful/ anxious.
4. Inform/ educate someone who lacks information.
5. Remove pain from one who is hurting.
6. Connect with someone who is lonely.

- “I’m the expert... I need to share Information/ what I know!”
- “I’m the helper... I need to help!”
- Direct fixing: the resident
- Indirect fixing: the care team



Which of these four are you most likely to do as a “fixer”? (select one)

1. Try to quick-fix something by providing information to the resident.
2. Try to quick-fix something by providing information to care team members.
3. Try to quick fix something by providing support to the resident.
4. Try to quick fix something by providing support to information to care team members.

5 min Break out – The Expert Trap: How do you respond to the Knower?

Imagine that you are the patient...

- You have symptoms that you think you understand.
- Your provider does not ask you about your experience.
- Your provider diagnoses you.

Do you share your understanding?

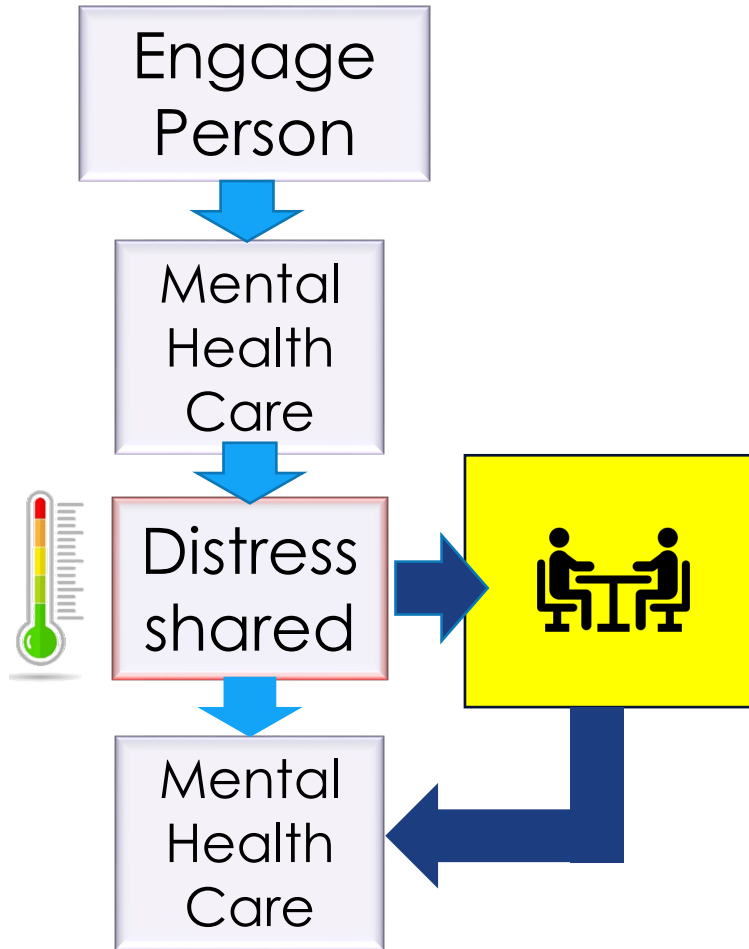
How do you feel about your level of participation?



Provider & Recipient
Actor & Receiver
Active & Passive

What about
“*Partners in Wellness*”?

Responding to Distress: The Pivot



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They will save **Time.**

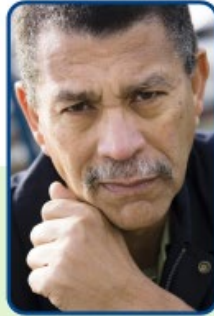
They will help you to complete your **Tasks.**

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.



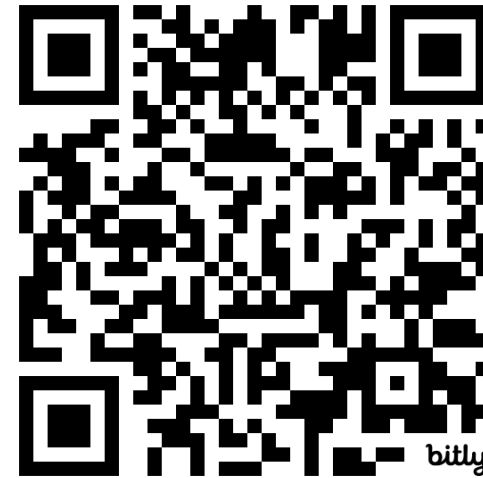
The Center of Excellence's **Comfort Menu** offers many helpful options to help residents reduce anxiety and discomfort.

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 1H2856057100 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.



https://nursinghomebehavioralhealth.org/wp-content/uploads/2023/02/COE-NF-Tips-to-Manage-Challenging-Situations_508.pdf



COE-NF Resource – Mindful Moment



Mindfulness
MOMENT

Dealing with uncertainty and being pulled into different directions can create stressful moments.

Mindfulness is a technique or strategy that helps us re-center our thoughts.

Here are some steps to practice Mindfulness!

- Find a quiet place to meditate.
- Get comfortable and close your eyes.
- Now, breathe and focus on your breath.
- Breathe in.
- Breathe out.
- When your mind wanders, simply bring it back to your breathing.
- When you are ready to stop, think of something you're grateful for.
- Feel refreshed and renewed.

Take time daily to relax, be in the moment and focus on your breathing. Consistency is key!

This material was prepared by Alliant Health Solutions as a strategic partner to 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 1H79SM001165 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



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



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 1H19262017150 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents do not necessarily represent the official views of the Substance Abuse and Mental Health Services Administration.



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Stay Up-to-date and Register for our Next Event!

<https://nursinghomebehavioralhealth.org/upcoming-events/>

The screenshot shows the website's header with a navigation menu including 'NEWS & EVENTS', 'LEADERSHIP', 'ABOUT US', 'WHAT WE DO', 'WHO WE HELP', 'RESOURCES', and a 'SUBMIT REQUEST' button. A search bar is also present. Below the header is a green banner with the text 'UPCOMING VIRTUAL EVENTS.' and a megaphone icon. The main content area displays five event cards, each with a title, date, time, and a 'LEARN MORE' link.

Event Title	Date	Time
Question, Persuade, Refer (QPR)	July 7, 2023	2 - 3:30 p.m. EST
An Introduction to Culturally and Linguistically Appropriate Services (CLAS) Standards	July 10, 2023	2 - 2:30 p.m. EST
An Overview of Schizophrenia and Psychosis	July 19, 2023	2 - 2:30 p.m. EST
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
Mental Health First Aid (MHFA)	July 26, 2023	11 a.m. - 4:30 p.m. EST

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Contact us:

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Thank You!



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