



Tools for Creating Calm in Times of Distress: Part 6

January 18, 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.

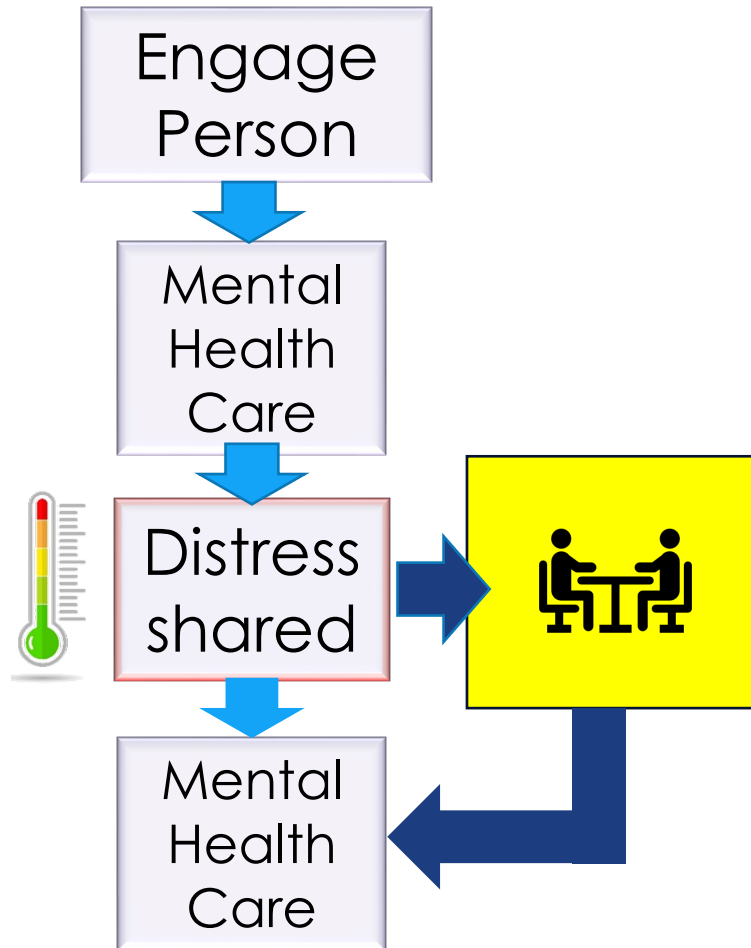
Current areas of focus include evidence-based practice implementation, process/quality improvement (founding member of NIATx), staff and team development, and a wide array of training topics including coaching, mentoring, contingency management, stimulants, CLAS, wellness, motivational interviewing systems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



Learning Objectives:

1. Use knowledge related to personality disorders to avoid reactivity and empathy fatigue.
2. Develop strategies for reviewing and preventing incidents of distress with your team using root cause analysis (cause-and-effect diagram) and behavioral analysis.

Responding to Distress: The Pivot



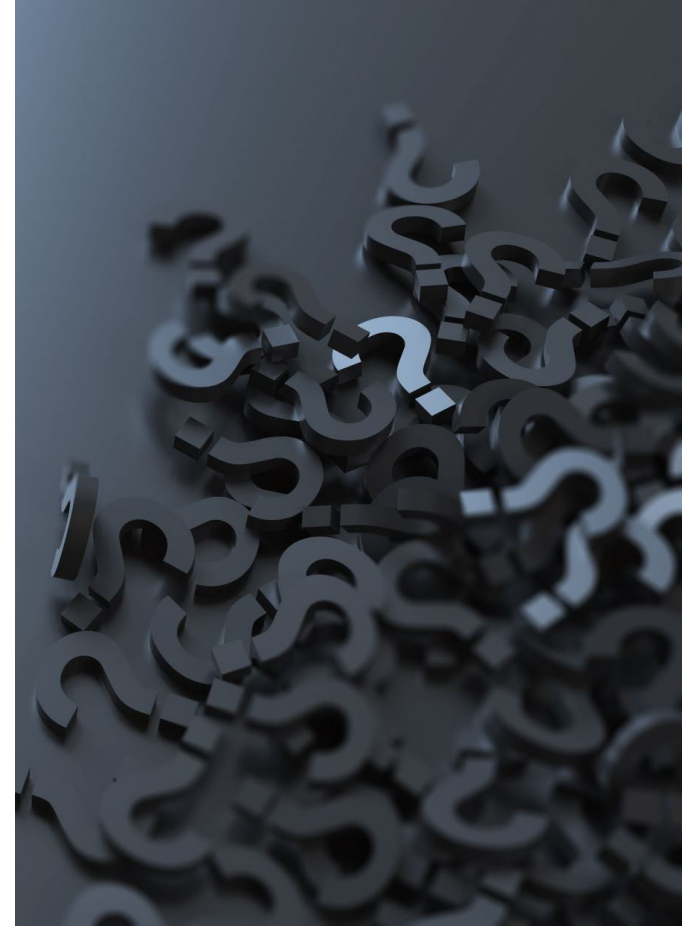
You have **Tools.**

They will save **Time.**

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

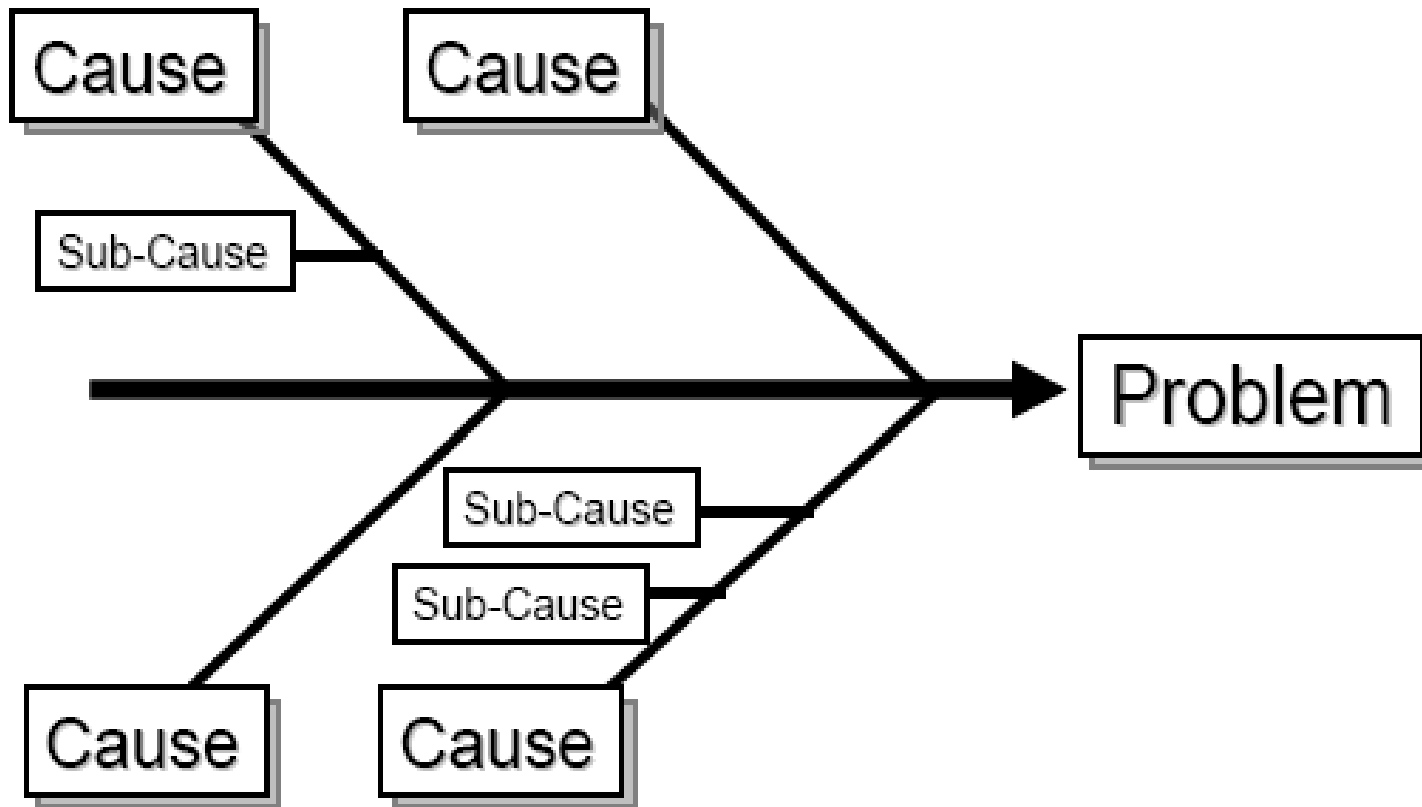
Asking Questions

- More questions, fewer assertions
- Open-ended questions
- (Why, How, Tell me more)
- Questions lead to ideas
- Ideas lead to solutions

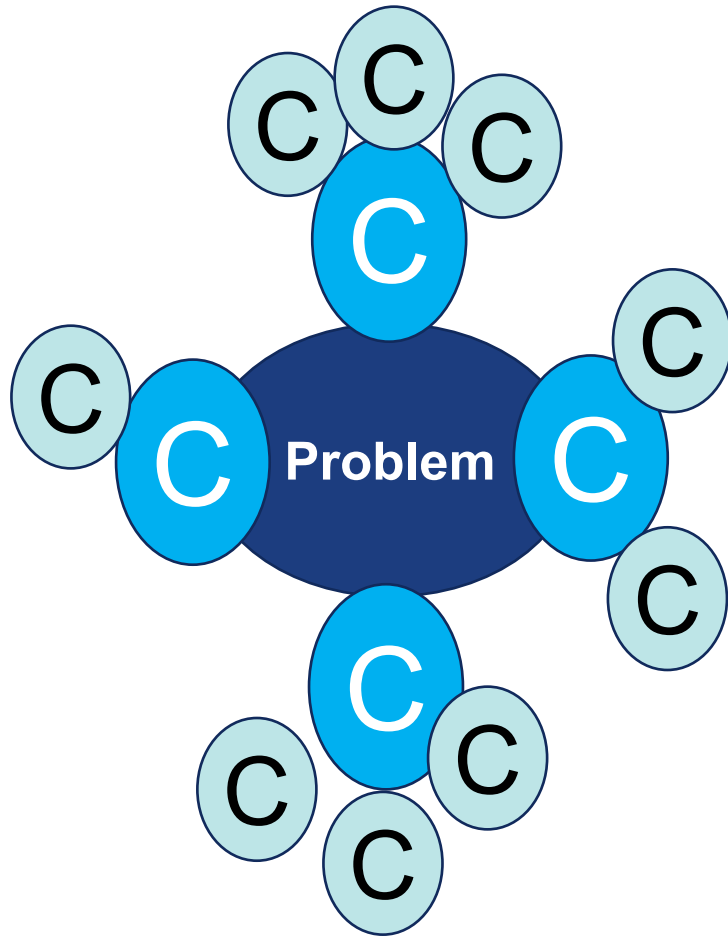


Cause and Effect Diagram

Finding the root causes of distress



Keep Asking:

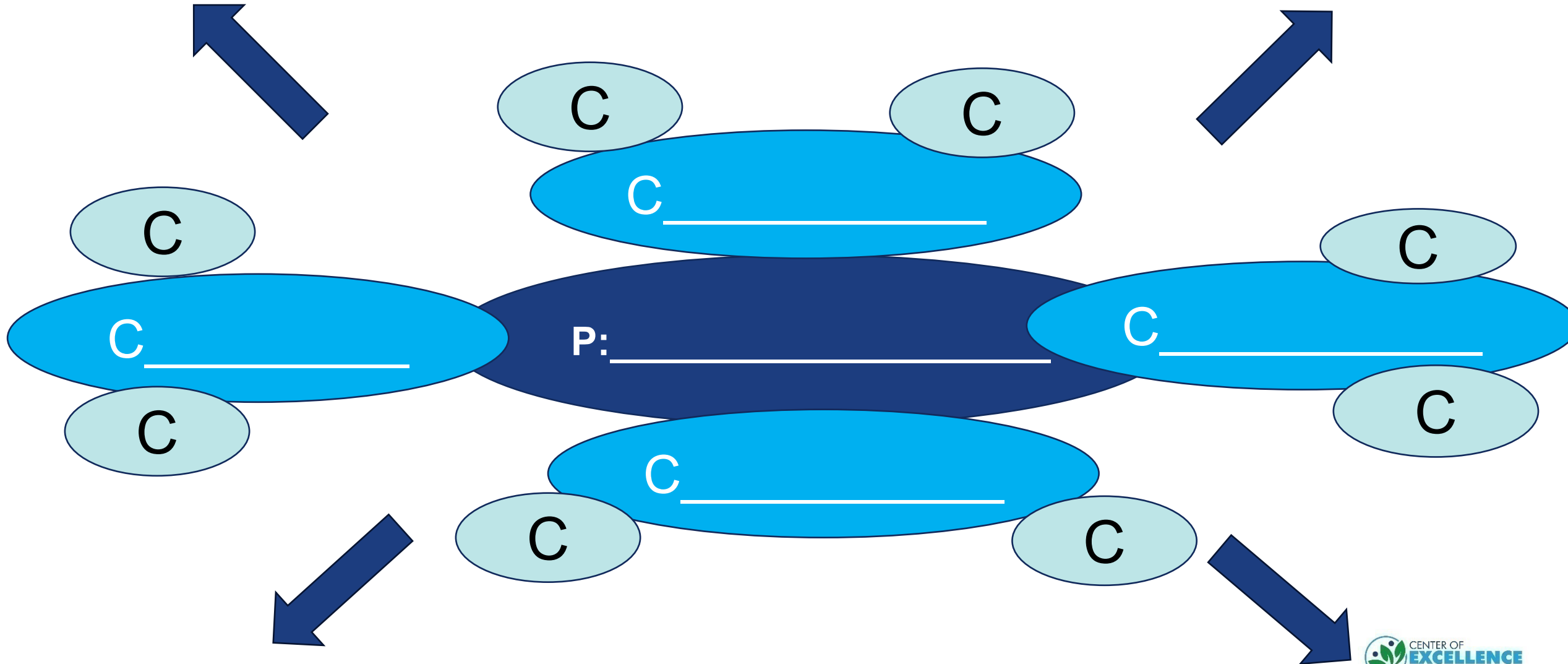


“Why does that happen?”

Big problems have multiple causes.

Search for the root causes.

Let's do one



Can you ask 5 Whys to get to the root cause?

P: _____

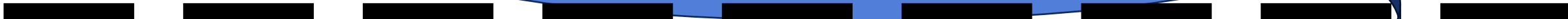
C: _____

C: _____

C: _____

C: _____

C: _____



Personality disorders



- Personality *traits*: “Enduring patterns of perceiving, relating to, and thinking about the environment and the self that are exhibited in a wide range of social and personal contexts”

(Source AMA, DSM)



Personality Disorders

- Inflexible
 - Impulsive
 - Black & White/Good & Bad world view
 - Rooted in early trauma
 - Relational conflict, labile mood, impulsive, self destructive
 - Intense emotions
 - Frequent conflict in relationships
 - Lack of clear sense of identity
-
- e.g., Borderline Personality Disorder
 - Long-term care required (DBT, etc.)

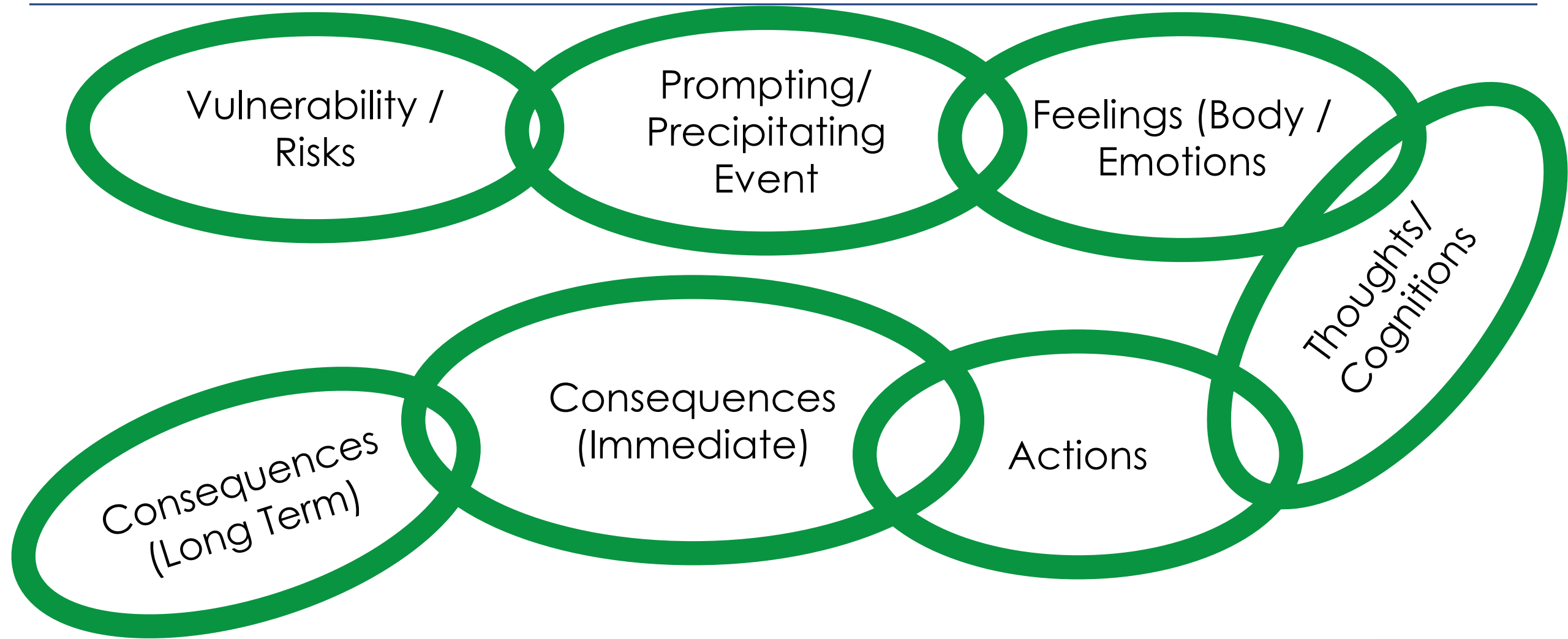
Borderline Personality Disorder: Tips

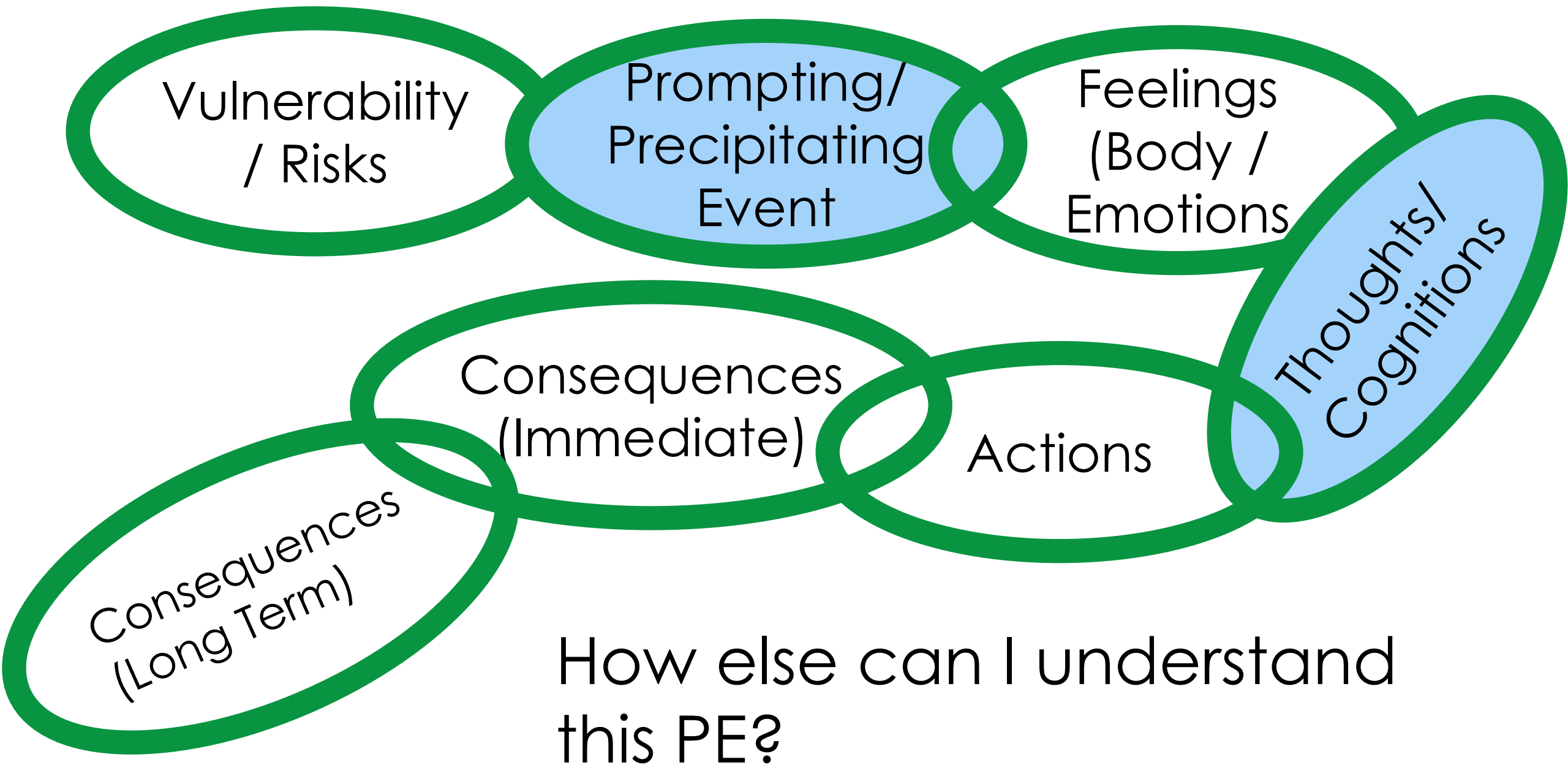
- Clear boundaries, ground rules, expectations
 - Provide frequent validation
 - Maintain a stable, secure presence
 - Be consistent in your interactions
 - Prepare for absences, relationship transitions
 - Be patient.
-
- People are assumed to be undependable and abandoning – try to avoid reinforcing this expectation...and you will fail (projection)

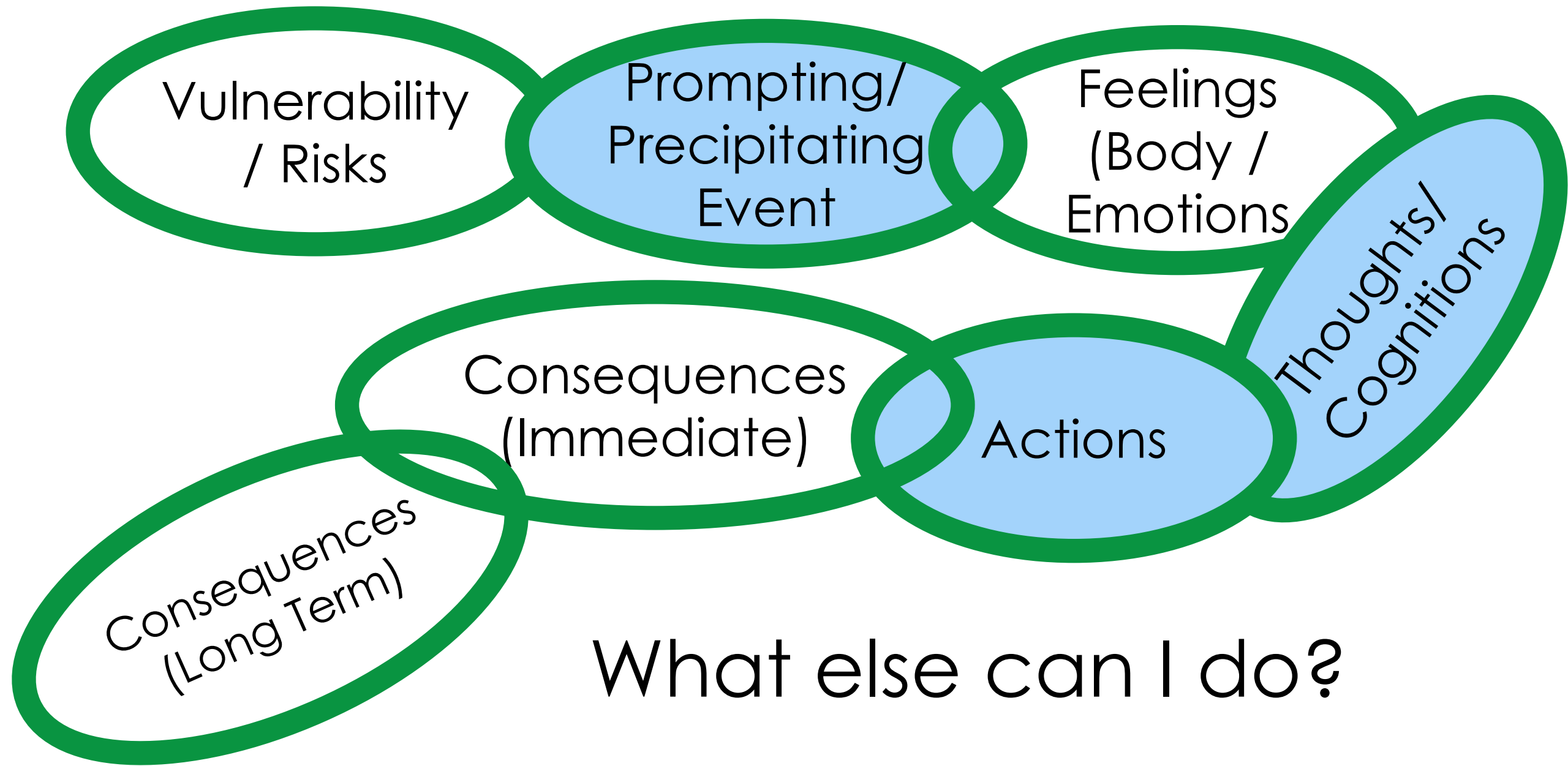
De-escalate emotional outbursts: Tips

- **Remain calm,**
 - **Voice:** Low, neutral tone.
 - **Empathy:** They are feeling abandoned or devalued
 - **Triggers:** Help them explore and identify
 - Words or actions
 - **Reframe:** (not abandonment)
- **Use your supports**
- : Process the experience with supervisor, peer.
 - High risk of Empathy Fatigue/ Burn out

Behavioral chain analysis – from DBT







R

PE

F

T

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LC

Chronic Pain

Pain during care

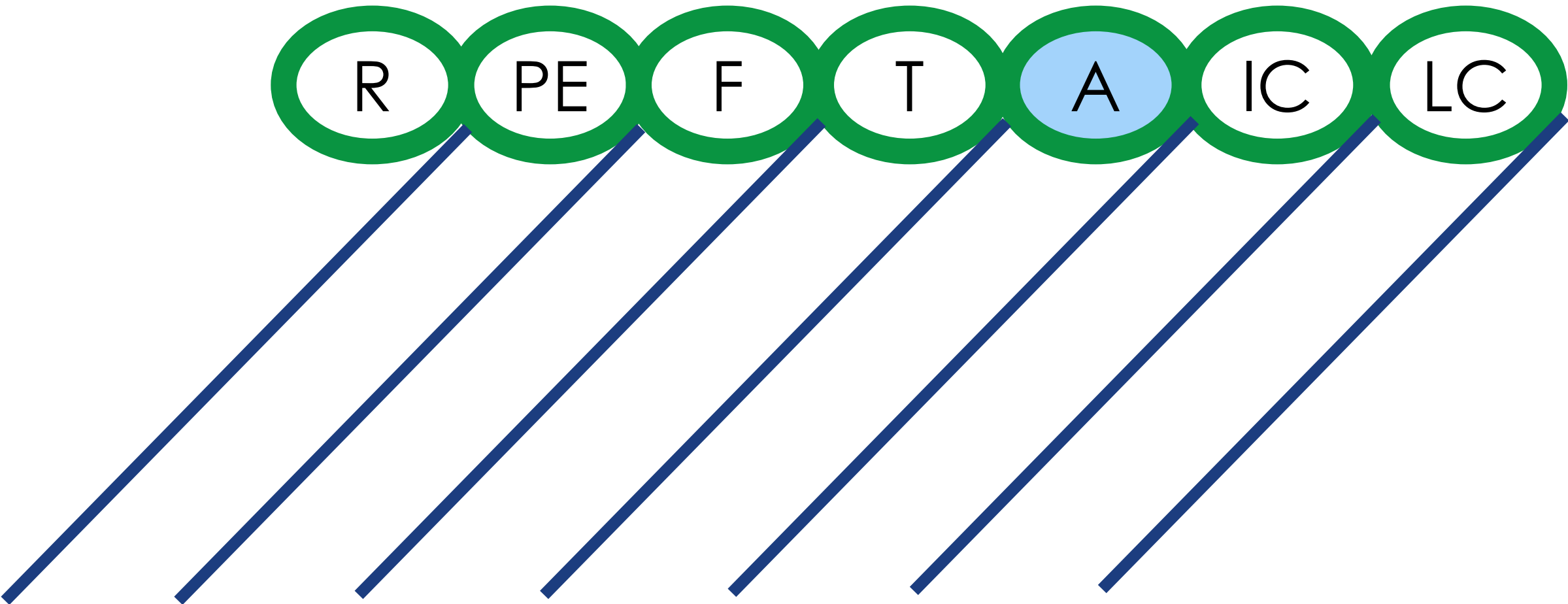
Vulnerable worried

You don't care.

Physically strike out

Disrupt care / Harm

Reduced trust/
cautious staff



Risks

Event



Feelings

Thoughts

Actions

Consequences
(Immediate)

Consequences
(Long Term)

STEP	NOTE	ALTERNATIVES
Risks		
Precip. Event		
Feelings		
Thoughts		
Actions		
Consequence (Immediate)		
Consequence (Long Term)		

#1 rule for addressing risk and safety issues:

Get Help

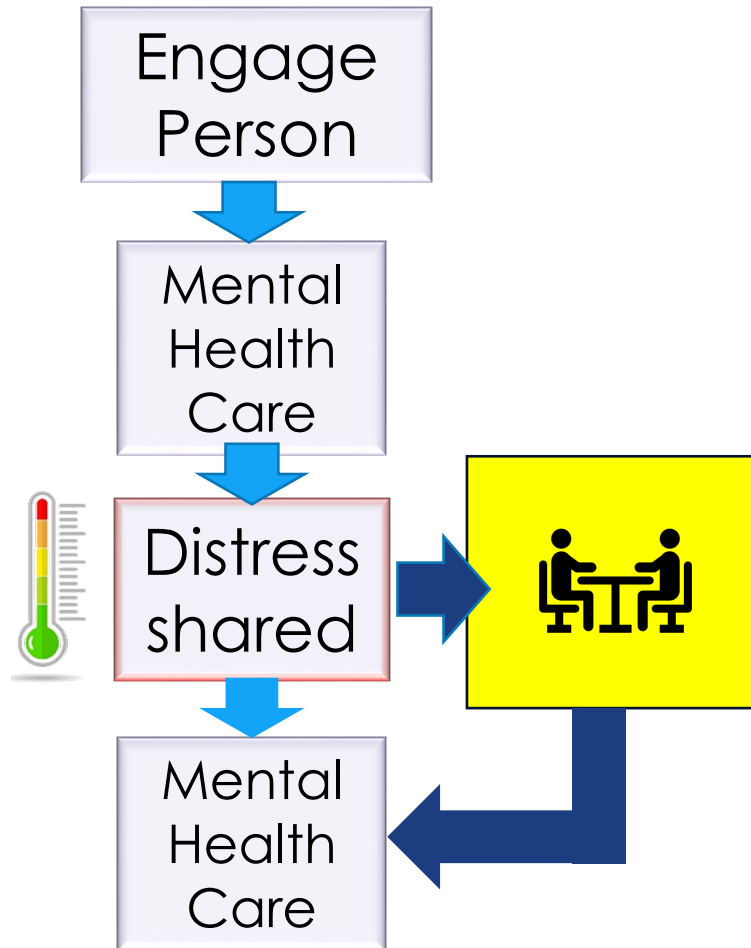
Regardless of
your experience
level

It requires a
team

Is everyone safe? Safety checklist

	Safe now	Safe in Near Term	Safe in Future
Me			
Resident			
Other staff			
Other residents			

Responding to Distress: The Pivot




You have **Tools.**

They will save **Time.**

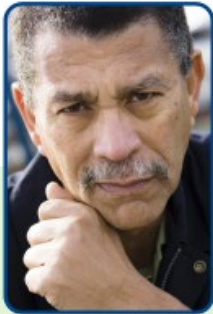
They will help you to complete your **Tasks.**

COE-NF Resource – Tips to Manage Challenging Situations


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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.



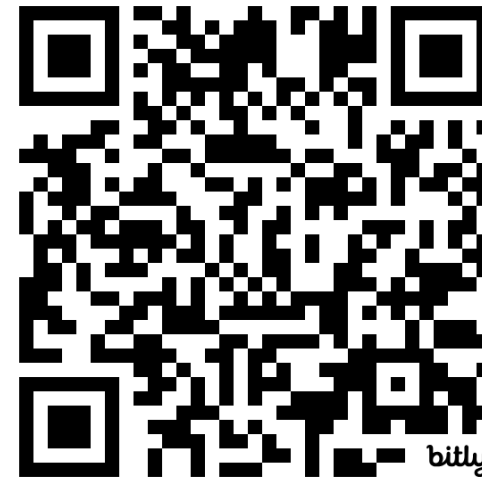
The Center of Excellence's **Comfort Menu** offers many helpful options to help residents reduce anxiety and discomfort.

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 1H0554057018 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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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



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 1H79MD001195 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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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's "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 1U19MH071155 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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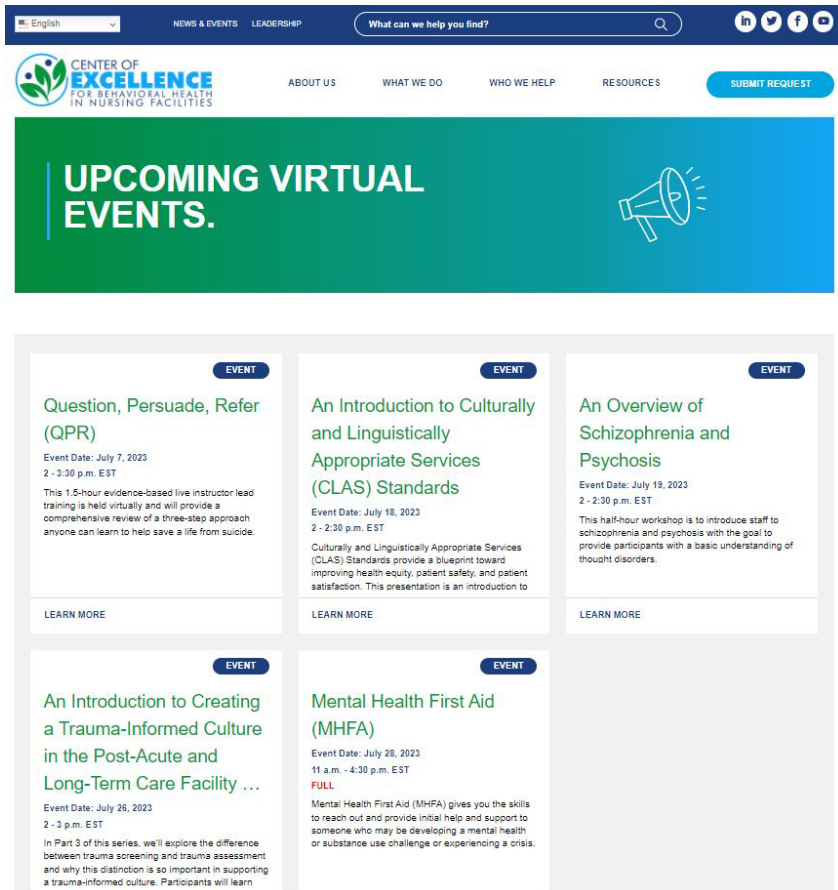


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<https://nursinghomebehavioralhealth.org/upcoming-events/>



The screenshot shows the website's header with a navigation bar containing links for English, News & Events, Leadership, and a search bar. 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 brief description. The events are:

- Question, Persuade, Refer (QPR)**: Event Date: July 7, 2023, 2 - 3:30 p.m. EST. Description: This 1.5-hour evidence-based live instructor lead training is held virtually and will provide a comprehensive review of a three-step approach anyone can learn to help save a life from suicide.
- An Introduction to Culturally and Linguistically Appropriate Services (CLAS) Standards**: Event Date: July 18, 2023, 2 - 2:30 p.m. EST. Description: Culturally and Linguistically Appropriate Services (CLAS) Standards provide a blueprint toward improving health equity, patient safety, and patient satisfaction. This presentation is an introduction to
- An Overview of Schizophrenia and Psychosis**: Event Date: July 19, 2023, 2 - 2:30 p.m. EST. Description: This half-hour workshop is to introduce staff to schizophrenia and psychosis with the goal to provide participants with a basic understanding of thought disorders.
- An Introduction to Creating a Trauma-Informed Culture in the Post-Acute and Long-Term Care Facility ...**: Event Date: July 26, 2023, 2 - 3 p.m. EST. Description: In Part 3 of this series, we'll explore the difference between trauma screening and trauma assessment and why this distinction is so important in supporting a trauma-informed culture. Participants will learn
- Mental Health First Aid (MHFA)**: Event Date: July 28, 2023, 11 a.m. - 4:30 p.m. EST. Description: Mental Health First Aid (MHFA) gives you the skills to reach out and provide initial help and support to someone who may be developing a mental health or substance use challenge or experiencing a crisis.

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Thank You!

