



Tools for Creating Calm in Times of Distress: Part 1

November 14, 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

Nikki serves as the training and education lead for the Center of Excellence for Behavioral Health in Nursing Facilities (COE-NF). 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 CHANGE LEADER ACADEMY

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

- Develop greater empathy and understanding related to distress.
- Gain insight into personal reactions to distressed people.
- Review tools for responding to distress that will improve engagement.
- Identify risk and safety boundaries.

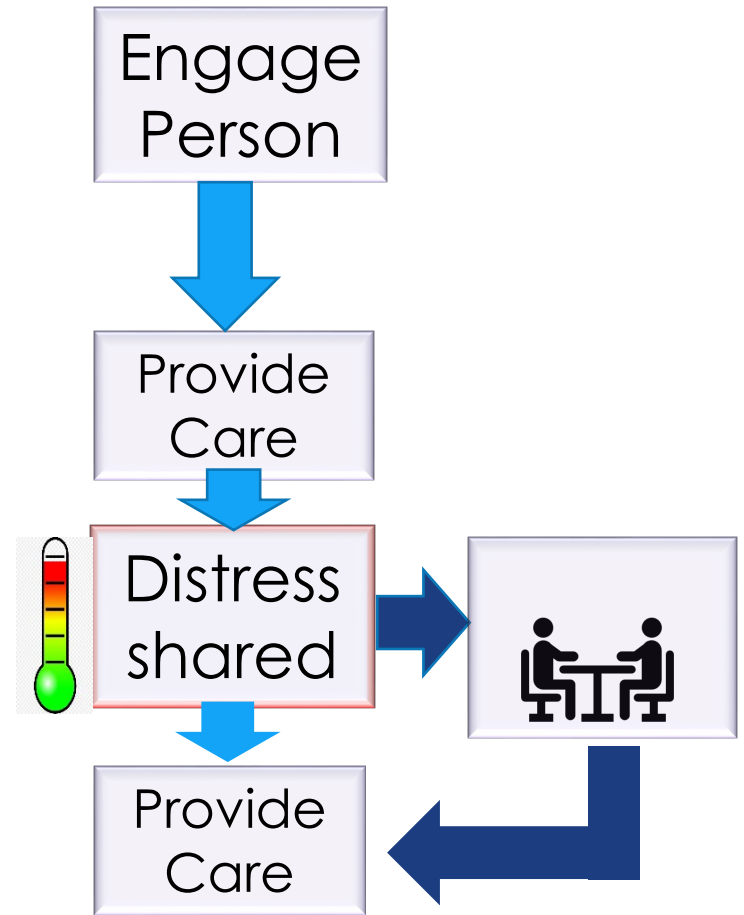
Whose Distress?




- Resident
- Nursing facility staff member
- Family member
- Other partners

How can we engage people effectively when they are distressed?

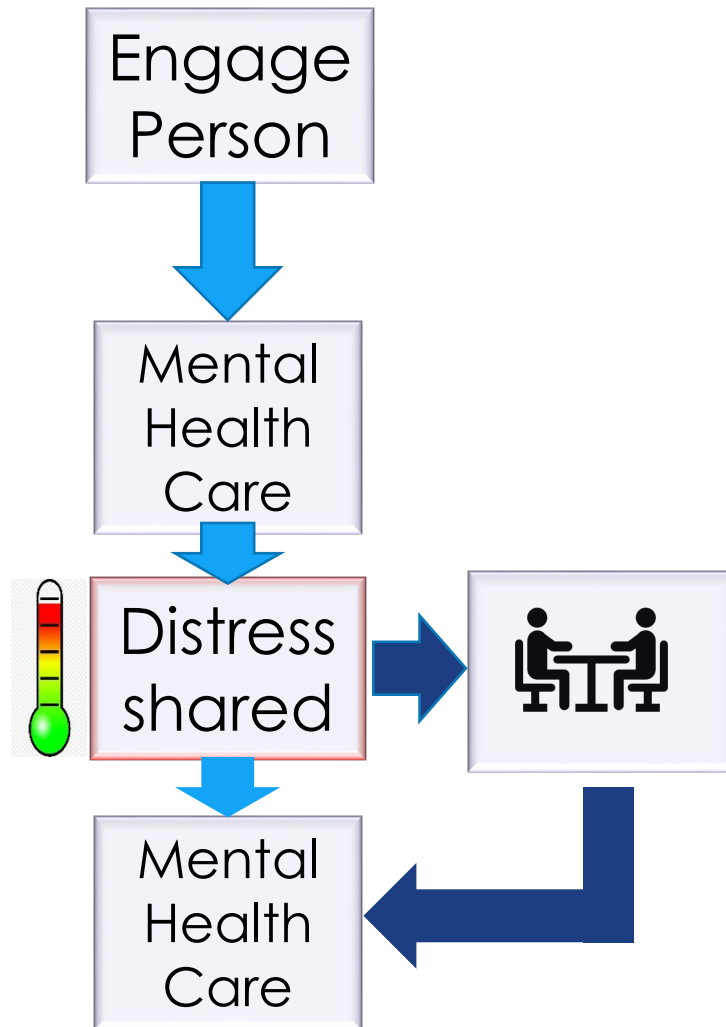


Responding to Distress: The Pivot & The Challenge



- Task, Time, Tools
-  **Time:** Don't have it
-  **Tools:** Don't have them
-  **Tasks:** Need to get back to them.

Responding to Distress: The Pivot



What **tools** can we use to respond to distress, while completing our planned **tasks**, within the limited **time** available?

Pandora's Box



Our Goals:

Enhancing our response to distress through:

- Empathy
- Self awareness
- Knowledge of causes
- Tools
- Risk and Safety Awareness

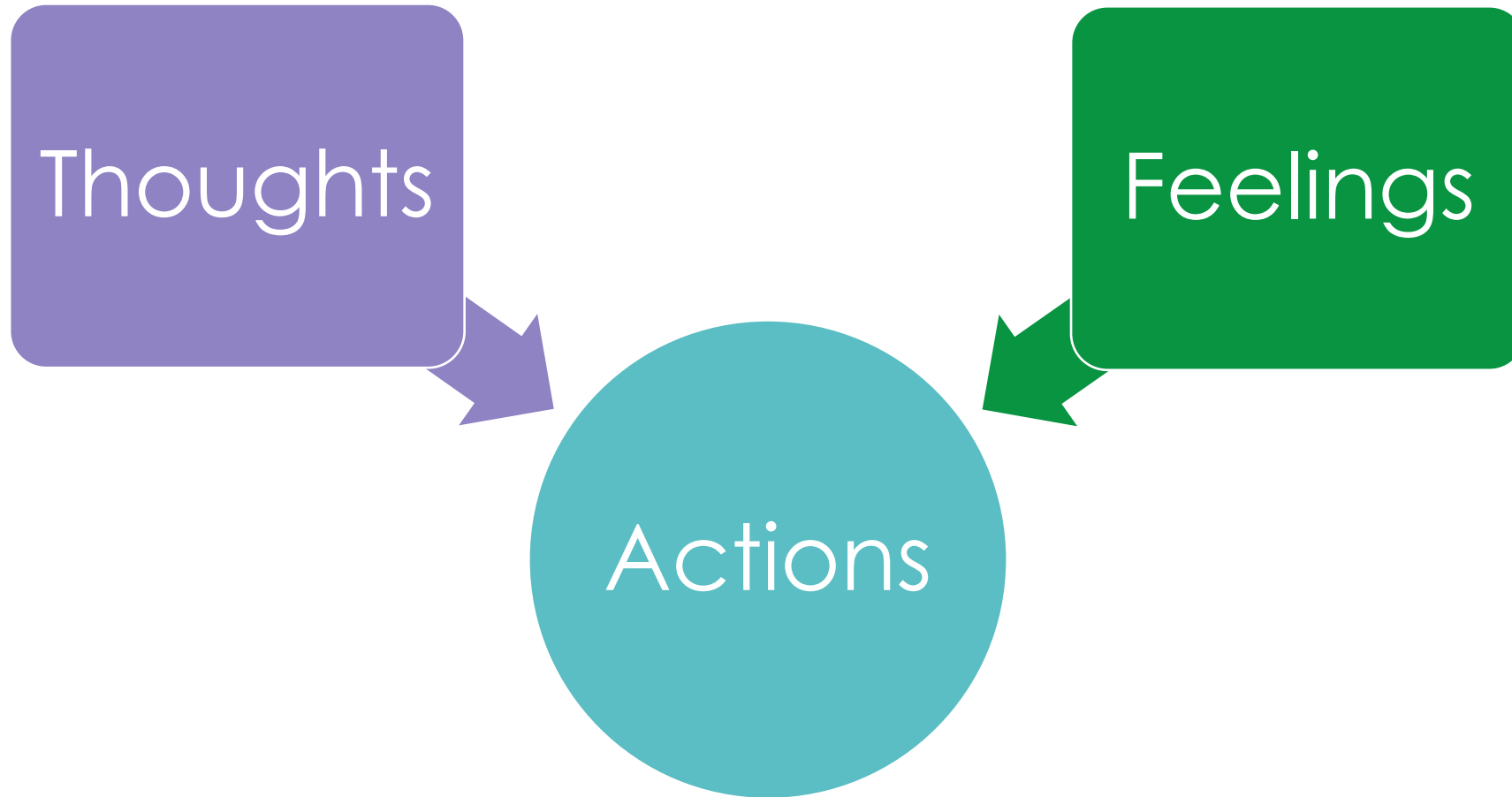


Creating Calm

EMPATHY



Empathy = Understanding



What's in a name?

“Creating Calm for Distressed People”

“Dealing with Difficult People”

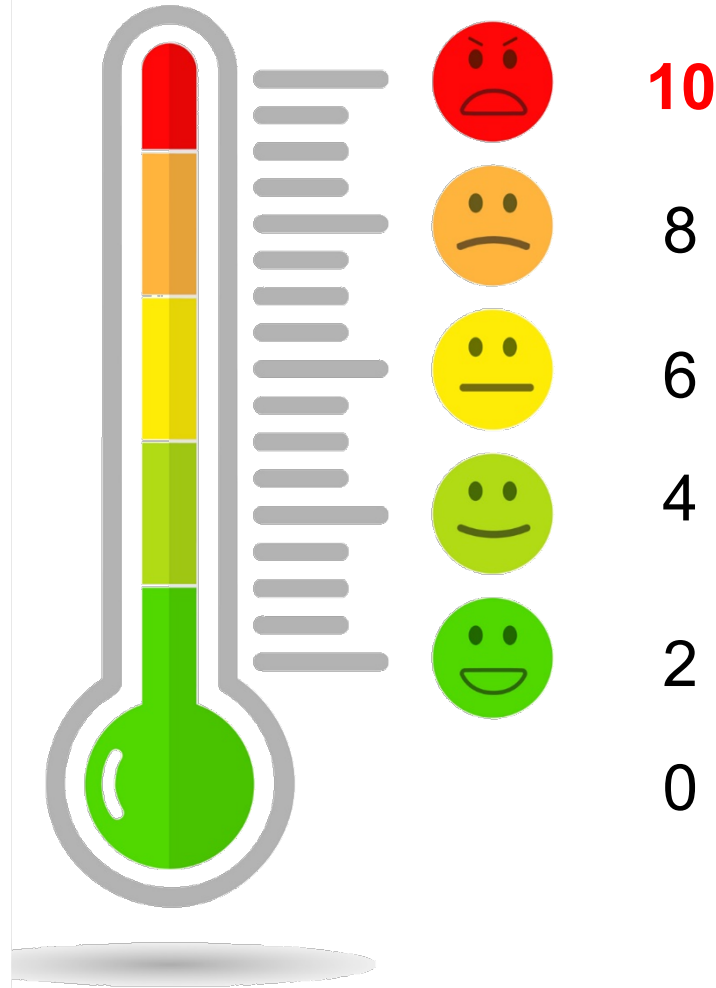
It is hard to work with people who have thoughts and feelings that lead them to act in certain ways.

It is hard to work with people who are so...

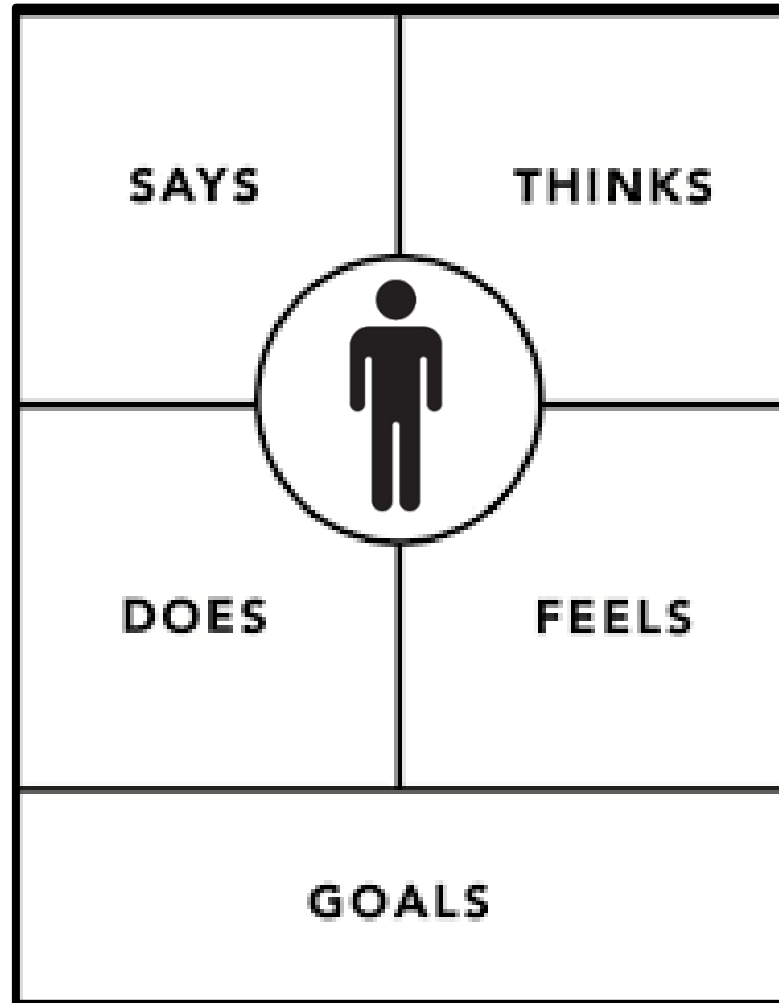
If you've seen one distressed client....

Each person is unique.
Each situation is unique.

Assess and respond without
assumption.



Use the Empathy Map



Empathy-Trust Spiral



Creating Calm

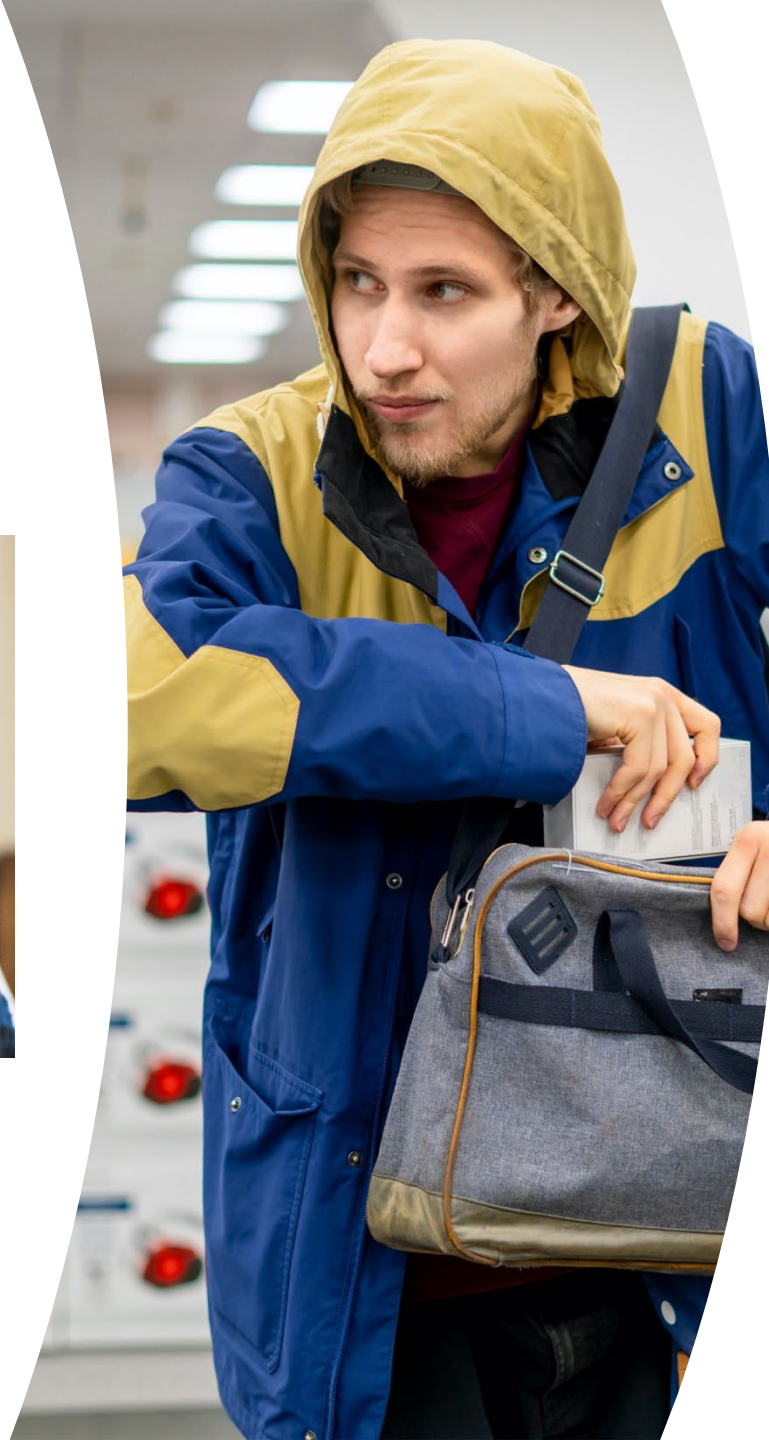
SELF-AWARENESS



Know Yourself



If you saw:



How do you respond to strong emotional expressions?

Happiness - Sadness - Fear - Disgust - Anger - Surprise

- If you saw somebody...
- Roll up your sleeves and do something?
- Take control/Tell people what to do?
- Take a step back to consider?
- Get help?
- Mind my own business?

Ineffective Reactions



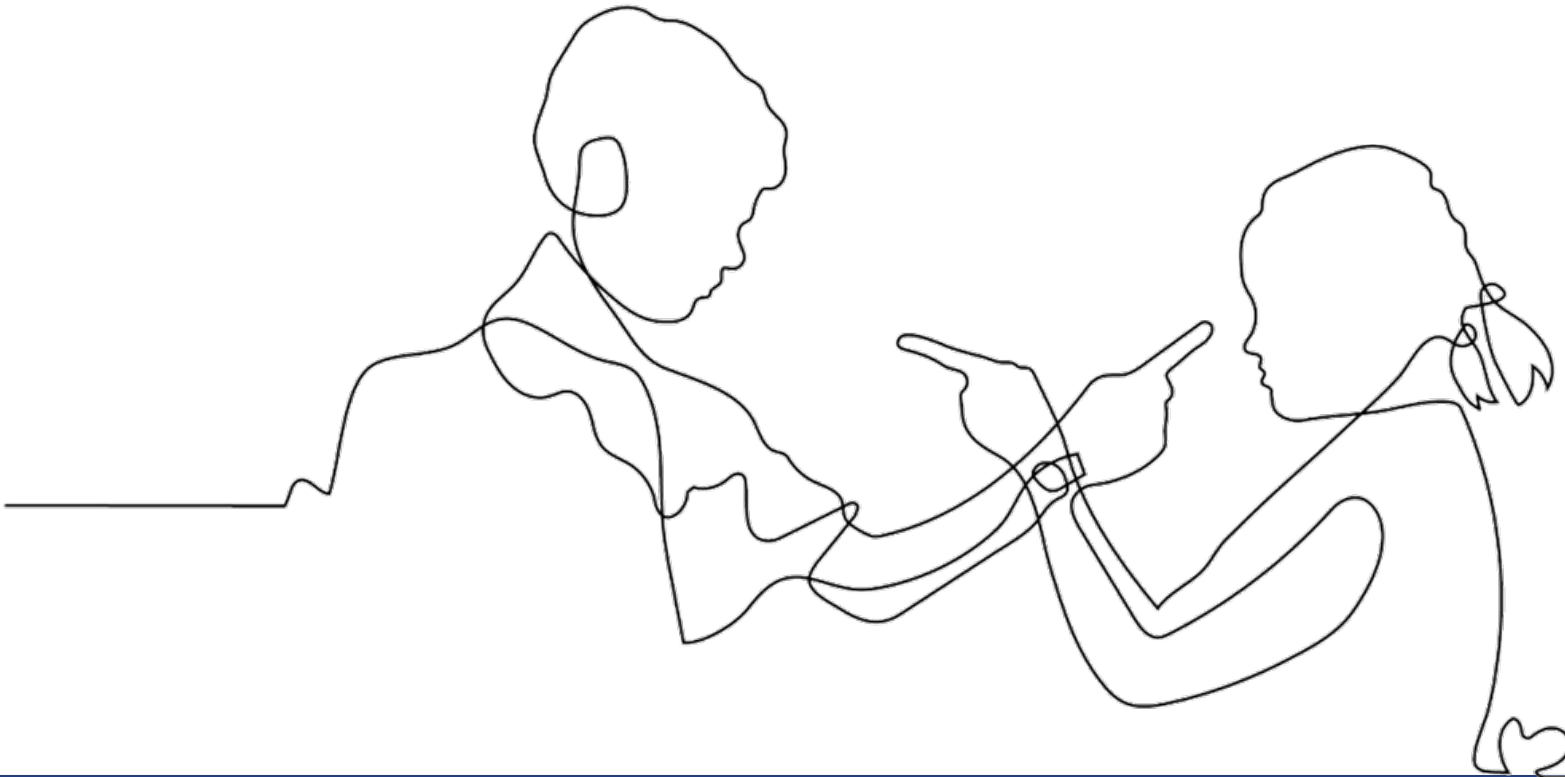
- **Fear/ anger** - pull back/push away, flight or fight.
- **Fix it fast** - intolerance of distress, frustration 'about time' needed, tough to "sit with" it.
- **Rule-based** – "You cannot do that."
- What else?

Do you respond to distress with language based in power, judgement, direction, control?

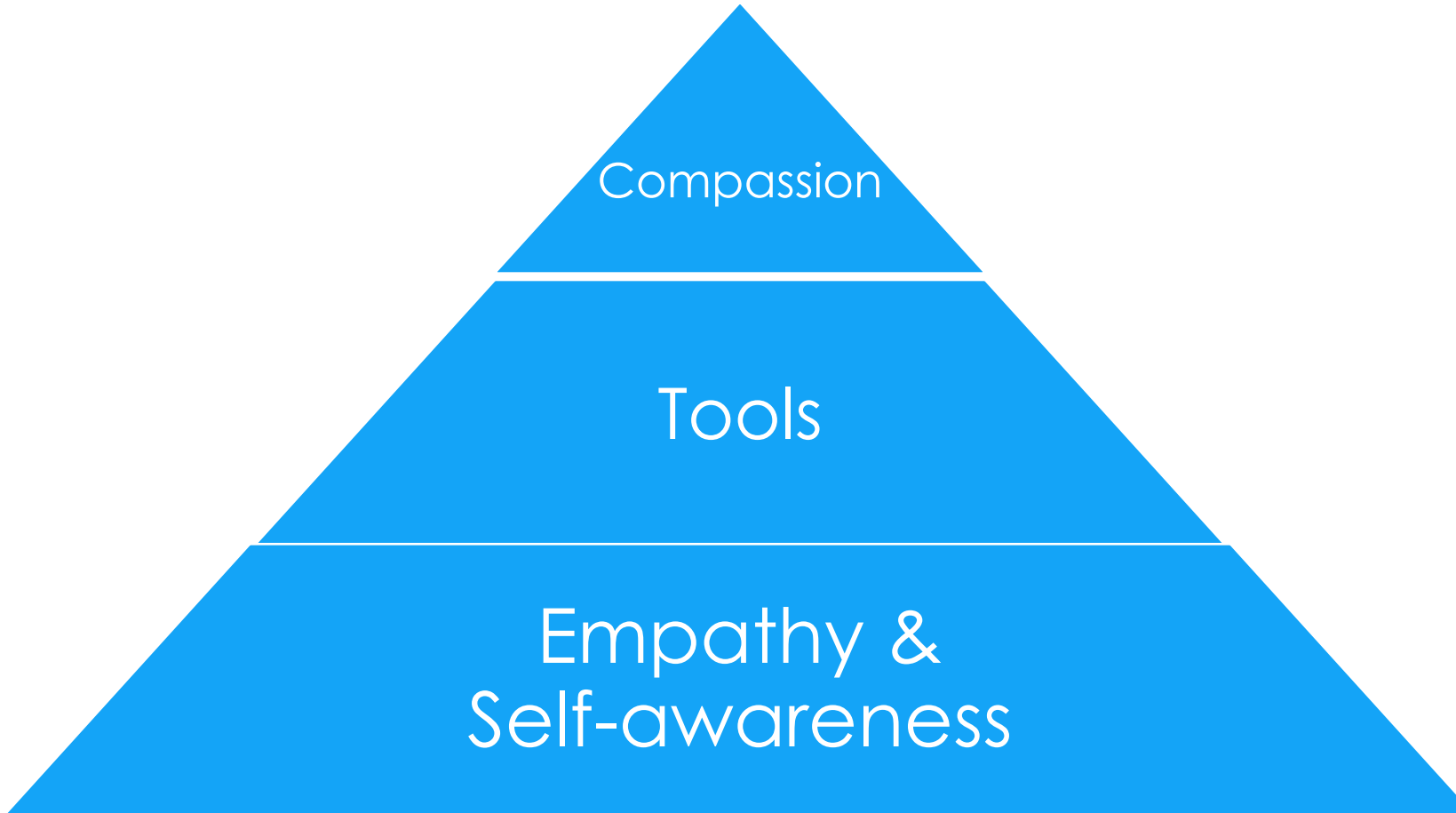
- *“Try to calm down.”*
- *“We do not do that here/I am not able to help you with that.”*
- *“There is no reason to be upset.”*
- *“Our policy is...”*
- *“Please do not take that tone with me.”*
- *“If you continue to do this, I am going to need to...”*
- *“Yelling at me is not going to change the fact that....”*

Transference and Countertransference

Who pushes your buttons?



Build a Foundation for Compassion, Empathy in Action:



Questions?



COE-NF Resources

Comfort Menu

Use the comfort menu with residents to identify ways to reduce anxiety, discomfort and pain without using medications.

Check items below that you are interested in trying...

Relaxation

- Stress ball
- Hand massage
- Visit from chaplain
- Reading visit
- Talking visit
- Relaxing music
- Soft background sounds/sound machine
- Guided Imagery Therapy: helping you imagine positive and relaxing things
- Quiet/uninterrupted time
- Pet therapy
- Essential oils
- Darkness
- Walking/ Change of Scenery

Comfort

- Warm pack
- Cold pack
- Ice
- Warm blanket(s)
- Warm washcloth
- Cool washcloth
- Extra pillow(s) - (neck, knees, ankles, lumbar)
- Humidification for your oxygen source
- Saline nose spray
- Fan
- Repositioning
- Warm bath or shower
- Gentle stretching
- Food or beverage
- Temperature adjustment

Entertainment

- Book (audio, large print)
- Magazine
- Movie
- Wi-Fi for your personal laptop or tablet
- Deck of cards
- Puzzle book (crossword puzzles, word searches, Sudoku)
- Notepad and pen
- Coloring book
- Board games
- Arts & crafts
- Favorite music
- Television
- Handheld electronic game
- Activity apron/blanket

Feel Better

- Lip balm
- Wash face/brush teeth
- Comb or brush hair
- Shampoo/conditioner
- Scalp massage
- Robe
- Hair band
- Mouth swab/mouth wash
- Lotion
- Lollipop/Lozenges
- Chocolates
- Sunshine
- Prayer
- Pet visit
- Put on favorite clothes
- Pedicure/Manicure

Sleep

- Ear plugs
- Eye shield/mask
- Weighted blanket
- Night light
- Television/Music/Sound machine
- Uninterrupted sleep time
- Quiet

Use this space to list other ideas

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



https://bit.ly/comfortmenu_COENF

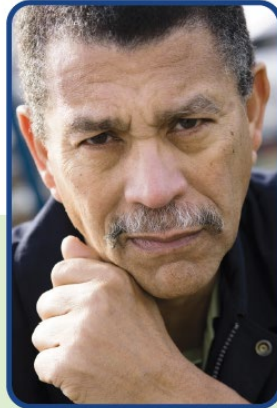
COE-NF Resources



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.

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



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De-Escalation Toolkit

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



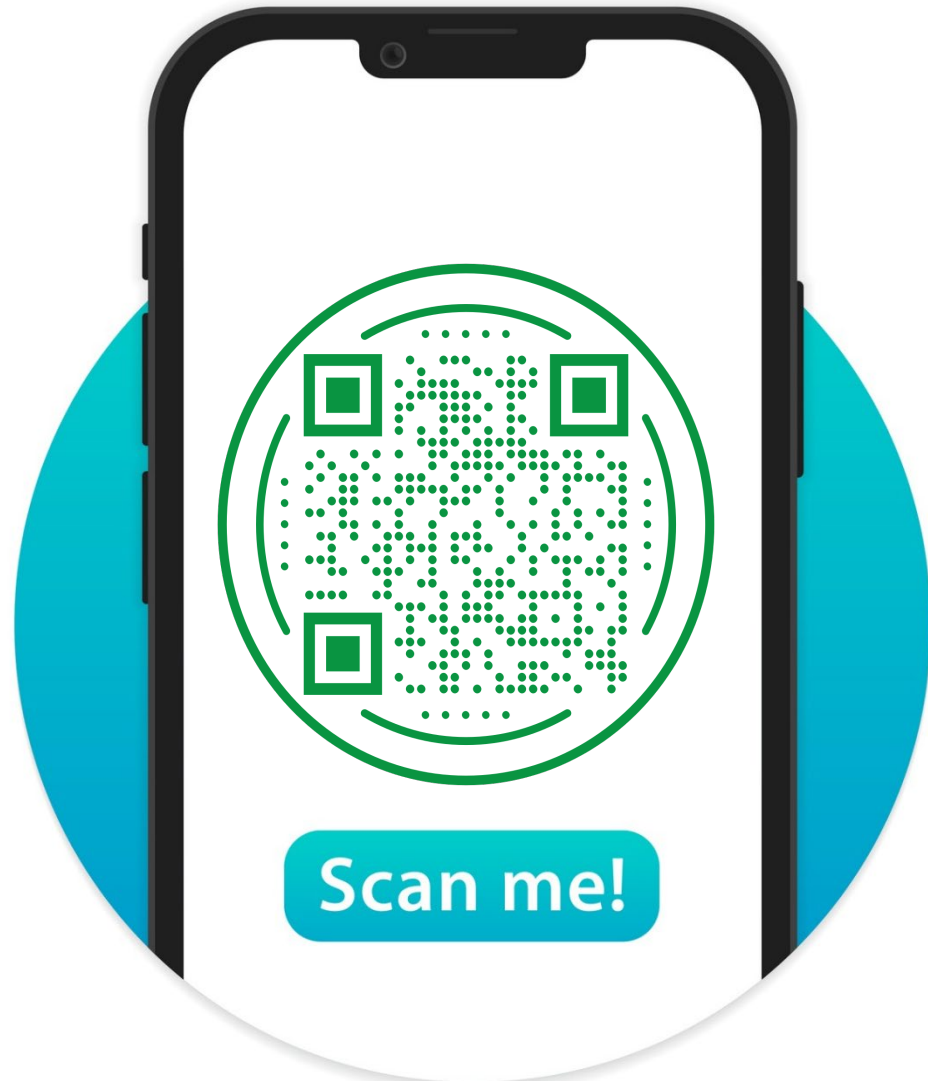
https://bit.ly/deescalationtoolkit_COENF

COE-NF Resources: Bite-Sized Learning



https://bit.ly/BSL_DeescalationStrategies

Request Assistance



To submit a request for assistance, scan the QR code.

We look forward to assisting you!

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.

Visit the website:

nursinghomebehavioralhealth.org

Thank You!



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