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Becoming Captain: The Art of Leading an Intervention During a Mental Health Crisis

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Journey Towards Becoming Captain of Your Boat

CONTENTS:

1. What is a Crisis
2. Leadership Role During a Crisis
3. Deescalating Steps and Interventions
4. Resources
5. References



What is a Crisis

Mental Health Crisis

“A mental health crisis is 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.”

National Alliance on Mental Illness
(NAMI)

Most common sign of crisis is “a clear and abrupt change in behavior.”

American Psychological
Association (APA)

The Nature of a Crisis

- Psychological homeostasis has been disrupted
- Patient's usual coping mechanisms have failed to reestablish homeostasis
- The distress created by the crisis has yielded some evidence of functional impairment

Mental Fitness

- ENDURANCE
 - **Mental**
 - **Emotional**
- MOBILITY OF CHOICE
- FLEXIBILITY OF THOUGHT
- BALANCED EMOTIONS
- MENTAL STRENGTH



Leadership Role During a Crisis

UAB 1221 TENTH AVENUE SOUTH

Leadership is when an individual possesses the ability and the **drive** to lead, give guidance, and supply direction.

Management

- Control and Order
- Consistency
- Regulation
- Efficiency

MANAGEMENT IS *CONTAINMENT*

Leadership

- Change
- Vision
- Innovative
- Risk management
- High level decision-making
- Curious
- Influential
- Courageous
- Connection

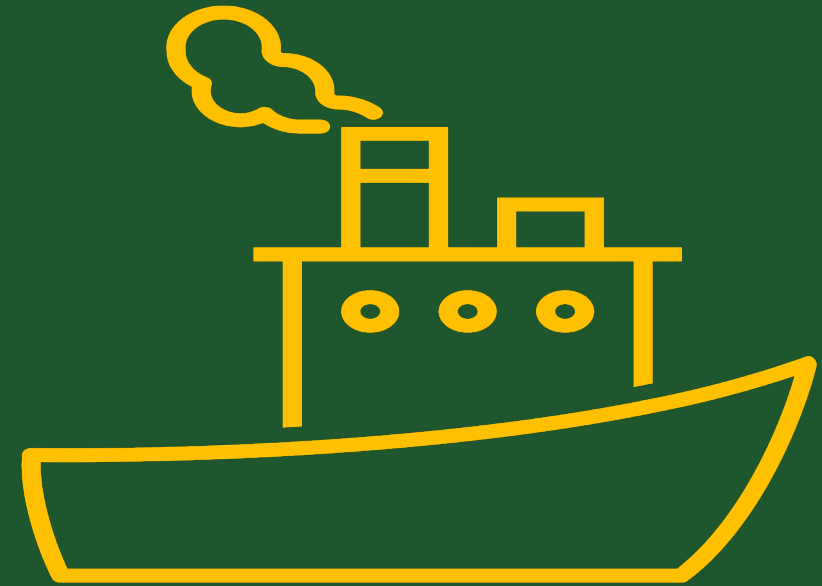
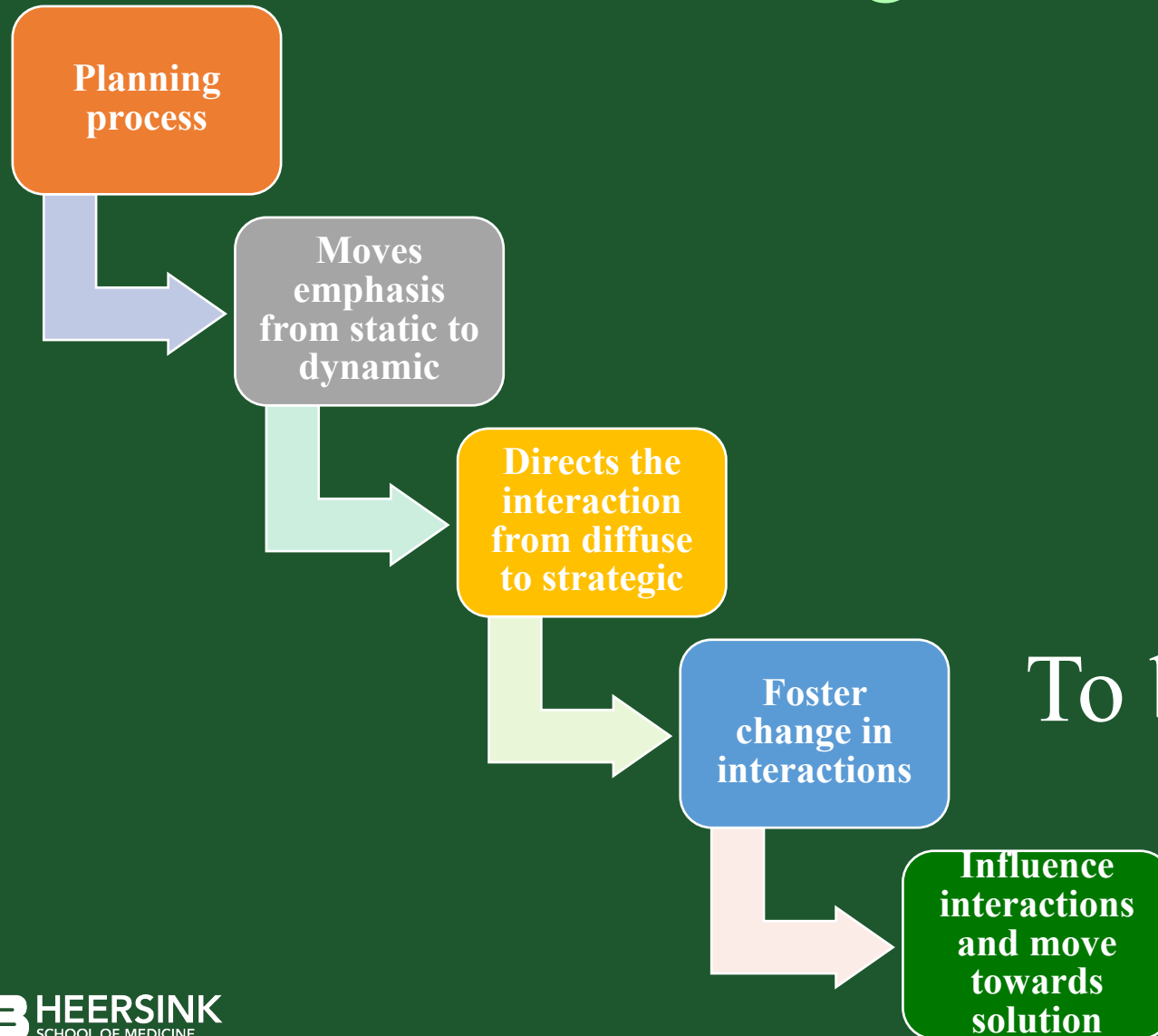
LEADERSHIP IS *ACTION*

“Wanted-A Leader!”

In every great crisis, the human heart demands a leader that incarnates its ideas, its emotions, and its aim. Till such a leader appears everything is disorder, disaster, and defeat, the moment he takes the helm, order, promptitude, and confidence follow as the necessary result, When we see such results, we know that a hero leads.”

New York Times, April 25, 1861

Taking the Helm



To be Captain of = **LEAD**



A photograph of two women in a therapy session. The woman on the left is sitting on a brown patterned sofa, wearing a dark green long-sleeved shirt and bright pink pants. She is looking towards the other woman. The woman on the right is sitting in a blue tufted leather chair, wearing a yellow blazer and blue jeans. She is wearing a white face mask and has her hands clasped in front of her. The room has a wall with several framed pictures and a window with blinds in the background. The text "Deescalating Steps and Interventions" is overlaid in the center in a large, white, sans-serif font.

Deescalating Steps and Interventions

Safety/Crisis Checklist

- **Aviation checklists:** IMSAFE checklist is a mnemonic device created to help pilots and co-pilots determine if they are fit to fly.
 - physiological and psychological factors that could impair a pilot's ability and render a flight unsafe, including physical illness, medication, stress, alcohol, fatigue, and emotion.
- **Surgical checklists:** **WHO Surgical Safety Checklist (SSC)** – ensures practitioners do not skip important steps in procedures, both in complex, high-stress situations and in seemingly routine ones
- **WE ARE HUMAN**
 - Studies have shown that increased errors in judgment and cognitive function of the brain, along with changes in memory function are a few of the effects of stress and fatigue.

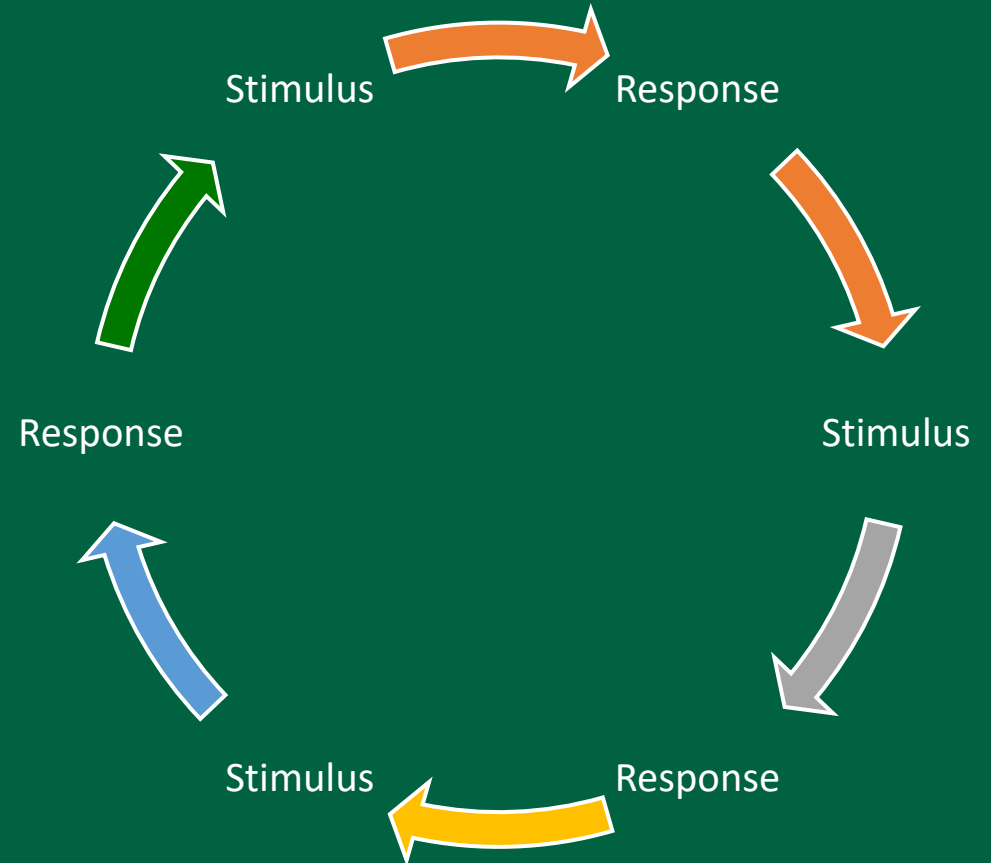
Mental Health Checklist



EMOTION



ENERGY in MOTION



EMOTION



ENERGY in MOTION

**Stimulus/
Precipitating
Event**



Perceive event
as meaningful
and threatening



Unable to lessen impact
of stressful events with
known coping skills



Increased fear,
tension, and/
or
confusion



Experiencing a
high level of
subjective
discomfort



Proceeding rapidly
to an active state of
crisis-a state of
disequilibrium



“As soon as someone judges, criticizes, dismisses, or ignores the cycle of pain, reactivity ramps up, compounded by shame, remorse, and rejection. The act of validation, simply saying, 'I can see things from your perspective,' can short-circuit that emotional detour.”

~Kiera Van Gelder
The Buddha and The Borderline: My Recovery from BPD

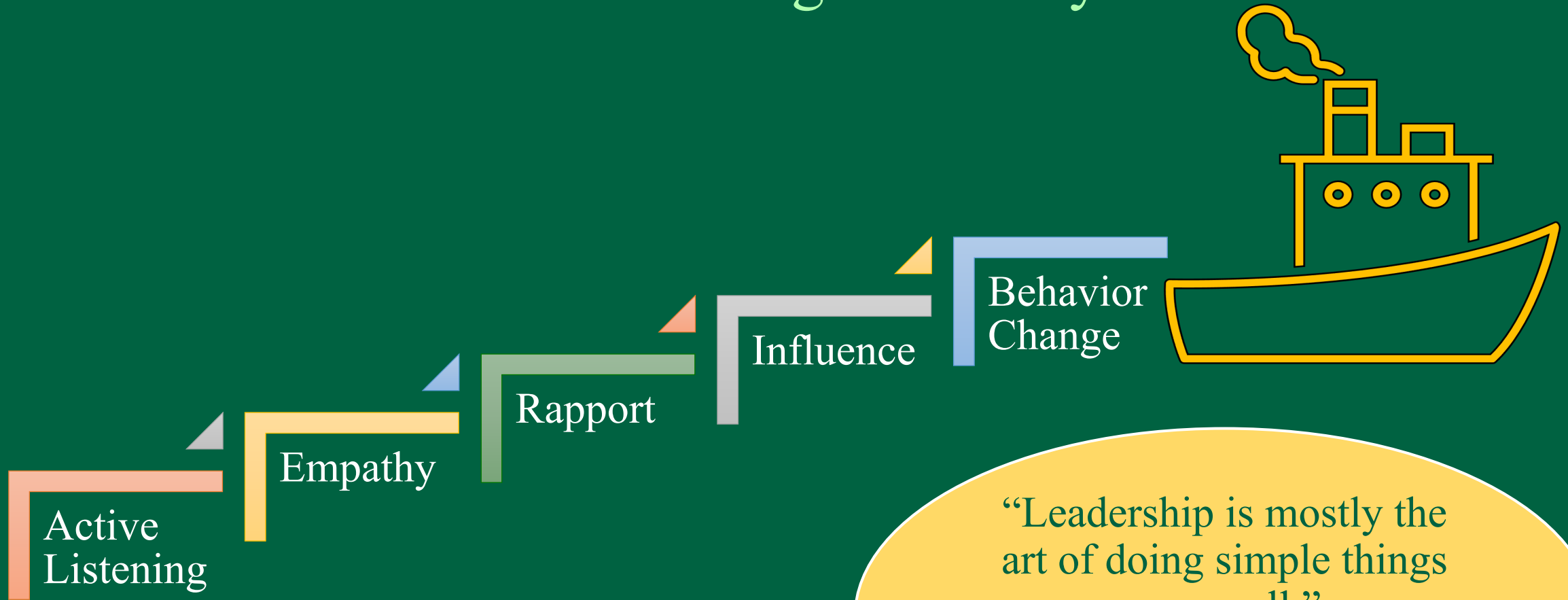
Crisis Intervention

- **IT IS A PROCESS**

- *Work* through the crisis event with the person to assist him/ her in exploring the traumatic experience and his/her reaction to it.

- Make behavioral changes and interpersonal adjustments.
- Mobilize internal and external resources/supports.
- Reduce unpleasant or disturbing affects related to the crisis.
- Integrate the event and its aftermath into the patient's other life experiences.

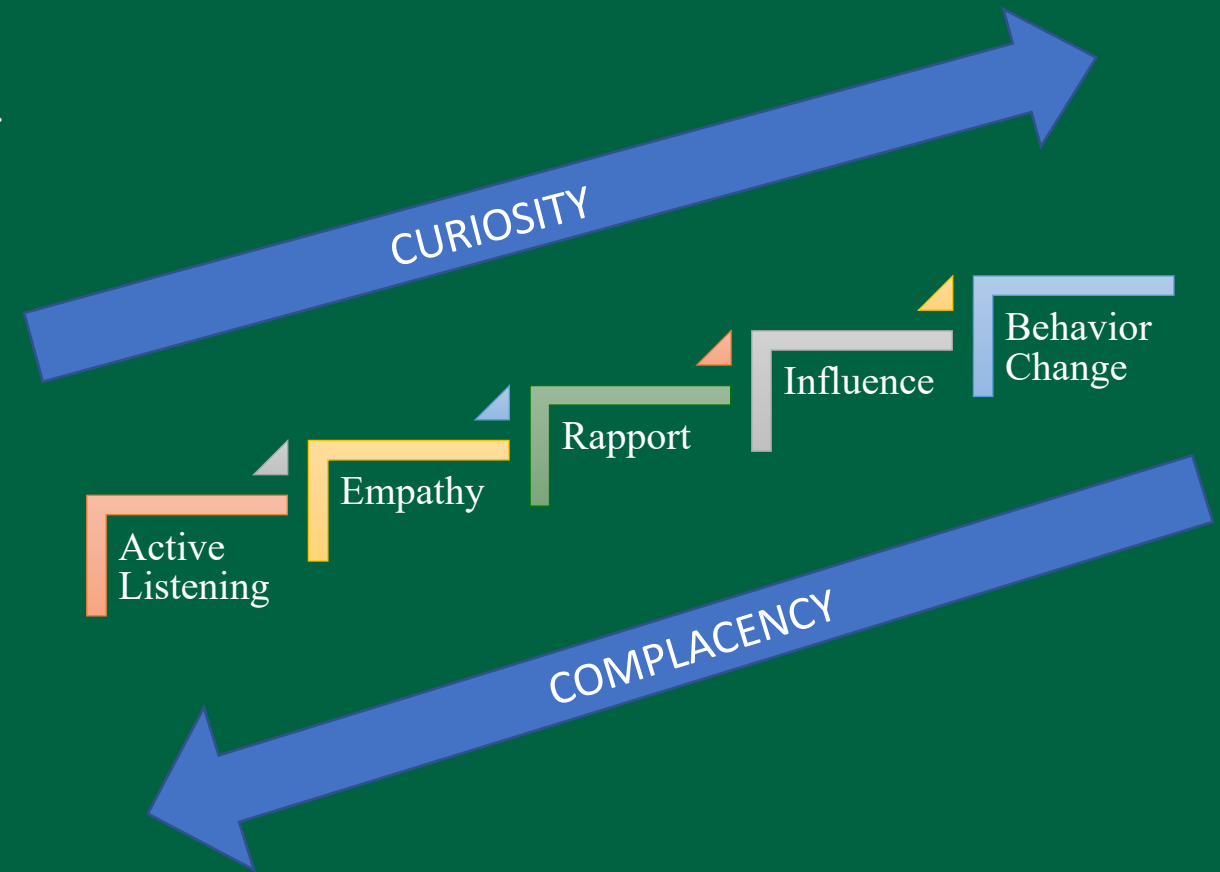
Behavioral Change Stairway Model



“Leadership is mostly the art of doing simple things very well.”

~Captain Mike Abrashoff

- **Active Listening**> FOUNDATION, 1st step
 - Encourages conversation through the use of open-ended questions.
 - Paraphrase understanding of the patient's story.
 - Attempt to identify and confirm emotions expressed by the patient.
 - Utilize intentional pauses in the conversation for emphatic effect.
- **Empathy**>CONNECTION
 - Display an understanding of the perceptions and feelings of the patient.
 - Build relationship.
 - Convey genuine interest in and concern for the patient.
- **Rapport**>TRUST
 - Have conversation-BE HUMAN
 - Positive reframing of the situation
 - Explore areas of common ground
- **Influence**>NEGOTIATE/Solution Focused
 - Begin to make suggestions to the patient
 - Explore consequences of actions
 - Explore potential and realistic solutions
 - Define more adaptive behaviors
- **Behavioral Change**>On the Boat
 - Depends on the first four steps.
 - If a relationship is established, proposed solutions to the conflict will affect the desired behavioral change



Psychosis

- Majority of hallucinations :
 - auditory and persecutory type.
 - voices are degrading and demeaning to the patient.
 - Usually in a state of extreme **fear** and **agitation** in response to the hallucinations
 - Calming techniques may seem like the obvious choice, but is it?
 - Persecutory and command hallucinations frequently occur together, along with corresponding delusions.
- Paranoid delusions
 - forget about changing his /her mind or reasoning him/her out of belief.
 - Be straightforward and calm, clear and direct, and focus on solving concrete problems.
 - Neither agree nor disagree with the delusional ideas or motives.
 - Acknowledge the content of the delusion.
 - Keep the focus on the present reality.
 - Be careful to offer any psychological interpretation or help, this may further alienate and infuriate the pt.

Suicidal Patients

- **Suicide:** intent of crisis intervention is to instill doubt in their judgment, logic, and disrupt timing of his/her plan
 - Over 50% of people who consider or commit suicide are under the influence of alcohol or some other judgment affecting drug.
 - Talk to buy time, let reason replace emotion, delay action until help arrives or they agree to be taken to the hospital.

*“The mind is its own place,
and in itself*

*Can make a Heaven of Hell,
a Hell of Heaven.”*

~Milton 1667

HOPEFLOATS(your boat) Checklist

U

UNDERSTAND STORY by ACTIVE LISTENING

- Open-ended questions
- Identify and confirm emotions
- Intentional pauses in the conversation
- Paraphrase
- Mirroring

C

CONNECT and EMPATHIZE

- Tone of voice
- body language
- Empathy statements

A

ACTIVATE RAPPORT

- Be Human
- Relational
- Appropriate humor
- Converse

N

NEGOTIATE and INFLUENCE SOLUTIONS

- Define the problem.
- Make suggestions
- Explore realistic solutions

B

BEHAVIOR CHANGE

- Propose solutions to the crisis that will affect desired change
- Implement the plan (referrals)
- Assess the outcome

Captain

Resources

"Navigating a Mental Health Crisis: A NAMI Resource Guide for Those Experiencing a Mental Health Emergency" (Crisis Guide) provides important, potentially life-saving information for people experiencing mental health crises and their loved ones. This guide outlines what can contribute to a crisis, warning signs that a crisis is emerging, strategies to help de-escalate a crisis, available resources and so much more.
https://emergency.cdc.gov/cerc/ppt/CERC_Psychology_of_a_Crisis.pdf

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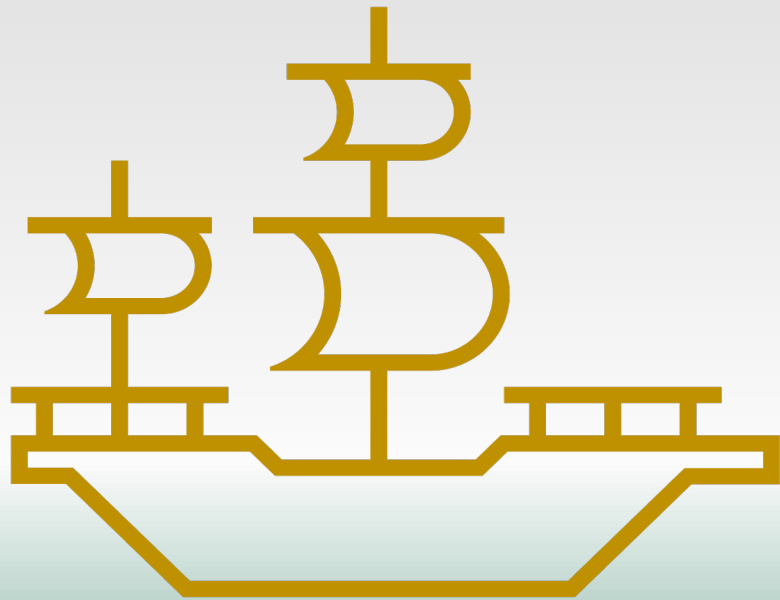
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Destination Arrived,
Captains!
Thank you all for taking
part in this voyage.
I now hand you the
keys to your own
boats:

HOPEFLOATS