

Critical Elements of a Good Crisis Plan

Prepared for NAMI-NC

Mike Mayer
Senior Partner, CRA

mikem@cra.cc
www.cra.cc

Rule: You must know what you want before you order

"Crisis services shall be designed for prevention, intervention, and resolution, not merely for triage and transfer and shall be provided at the least restrictive setting possible, consistent with the individual and family need and community safety."

(North Carolina G.S. 122C-117(a)(14) , 2006)

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What are some goals of a good plan?

1. Minimize disruption in the person's life.
2. Help the person be able to be calm so they can direct their own life.
3. Give the person the tools to help them manage themselves.
4. Establish relationships with trusted others that can help.
5. Use community resources that can help.

Some Problems...

- 911
- The ED
- No PBS
- Risk and dangerousness
- Not keeping up with meds and changes
- No training on crisis planning

CRA's 6 Core Concepts Related to Crises

1. A crisis must be seen from the perspective of the person.
2. The goal is calm – not control.
3. A crisis is not a teaching moment.
4. Prevention works
5. You must respect the whole person.
6. It's a life not a program

The 7 Corollaries

1. Good Person Centered Planning is prevention
2. Gentle is best
3. Informal is best
4. People communicate with their behavior
5. Boredom precipitates poor interactions
6. Listen or suffer - People vote with their feet and fists when we don't listen to their voices.
7. And.....

Kill Stupid!

Crisis Prevention....

- **WHAT PEOPLE LIKE AND ADMIRE ABOUT....** *What are you especially good at? What are the special talents ...*
- **WHAT'S IMPORTANT TO....** *Learning to listen for what really matters to people*
- **HOW BEST TO SUPPORT....** *ways to support the person that work, because they enable the person to stay healthy and safe and to access the community in a way that makes sense to the person, a way that stays in balance with the things that are most important to him or her.*

ADD WHAT'S WORKING / WHAT'S NOT WORKING

- *What are the things that are working which we want to enhance?*
- *What are the things that are not working that we want to set actions to change?*
- *What are the most pressing issues in this person's life that we need to think about next?*
- *This information must be gathered from the person, family and/or other people very close to the person, and staff as applicable.*

Types of Crises

- Pattern
- Predicted
- Atypical
- Environmental

Critical Language

- Antecedents
- Triggers
- Prevention
- Early Intervention – Problem Reduction
- Debrief Strategies

Effective Crisis Planning

- Person-based
- Crisis preventive
- Crisis responsive
- Deals with known issues
- Integrates needs and wants
- Promotes positive quality of life

Two More Items:

Back-Up Plans

When the Crisis is Over –

- debriefing
- the strategies for moving on

Breaking the cycle

- The key to preventing crisis is the building of supportive and emotionally responsible interactions between the supporters and those receiving supports.
- WRAP

Factors to Explore:

- Injury or illness
- Medication related side effects
- Dental Issues
- Effects of Aging
- Quality of life

Factors to Explore:

- Provider capacity/engagement
- Individual skills
- Life stressors
- Abuse and/or neglect
- Support system functioning

C. CRISIS PREVENTION AND INTERVENTION PLAN (PAGE 3 of PCP) –

A crisis plan includes supports/interventions aimed at preventing a crisis (proactive) and supports/interventions to employ if there is a crisis (reactive).

- A proactive plan aims to prevent crises from occurring by identifying health and safety risks and strategies to *address them*.
- A reactive plan aims to avoid diminished quality of life when crises occur by having a plan in place to respond.
- Consider what the crisis may look like should it occur, to whom it will be considered a "crisis", and how to stay calm and to lend that strength to others in handling the situation capably.
- It will be important that you know what positive skills the person has which can be elicited and increased at times of crisis. Redirection of energies towards exercising these skills can prevent crisis escalation. Positive behavioral supports may be relied upon as a crisis response.
- The crisis plan is an active and living document that is to be used in the event of a crisis. After crisis, person and staff should meet to discuss how well the plan worked and make changes as indicated.

Crisis prevention and early intervention strategies that have been effective. (List everything that can be done to help this person **AVOID** a crisis):

- List coping skills the person has learned or has used in the past to decrease the potential of going into crisis.
- Provide a detailed description of strategies that will be used to assist the person in avoiding a crisis. Strategies should be based on knowledge, information, and feedback from the person/family and other team members as well as strategies that have been effective in the past. Include opportunities for the person to exercise self-soothing skills developed and calming strategies such as consciously breathing deeply.
- Incorporate information gathered from the One Page Profile.

Strategies for crisis response and stabilization. (Focus first on natural and community supports. Begin with least restrictive steps. Include process for obtaining back-up in case of emergency and planning for use of respite, if an option. List everything you know that has worked to help this person to become stable):

- Provide a detailed description of strategies to be implemented to help the person/family stabilize during a crisis. Strategies should be based on knowledge, information and feedback from the person/family and other team members as well as effective intervention strategies identified during the person's day to day life and from previous crises and problem resolution.
- Steps should focus first on natural and community supports, starting with the least restrictive interventions.
- Incorporate information gathered from the One Page Profile.
- Positive behavioral supports and approaches other than calling in law enforcement to deal with a crisis should be sought. Law enforcement should be called as a last resort only. If calling law enforcement is part of the plan, law enforcement should be involved in the plan development and their role determined ahead of time.

<p>Describe the systems prevention and intervention back-up protocols to support the individual. (i.e. Who should be called and when, how can they be reached? Include contact names, phone numbers, hours of operation, etc. Be as specific as possible.)</p>
<p><i>This list might typically include, but is not limited to the following people:</i></p> <ul style="list-style-type: none"> • Legally Responsible Person, if not the person. • Psychiatric service provider • Medical service provider • Family members • Respite provider • Crisis Services provider
<p>Specific recommendations for interacting with the person receiving a Crisis Service:</p>
<ul style="list-style-type: none"> • Remember, this information is for use at a Crisis Service, most likely by staff who do not know this individual/family well or at all. What do they need to know or do immediately? • List specific detailed information learned from this person/family about the type of interaction and treatment that is helpful during a crisis and also the type of things that need to be avoided. • Incorporate information gathered from the One Page Profile.

Find the info...

- <http://www.dhhs.state.nc.us/MHDD/SAS/statspublications/manualsforms/pcp/pcp-instructionmanual2-3-10.pdf>
- www.cra.cc