



Trauma and Complex Populations: Models to Keep Improving Responses

National Association of State Mental Health Program Directors

CRISIS JAM PRESENTATION

Debra A. Pinals, M.D.

Sr Medical and Forensic Advisor and Editor-in-Chief,
NASMHPD

1/17/24

Scenarios that Came Across My Desk

- Mother called the state medical director for regarding her deaf son who was in a mental health and substance use crisis. She had asked for him to be brought to the emergency room but was afraid that police would not come using a deaf interpreter.
- Person requiring a communication device in suicide crisis had the device removed due to concerns that it was a “safety hazard” during transport
- Person who held a stuffed animal during stressful crisis had stuffed animal removed
- Person who became aggressive and was seen as arrestable but had recently lost care giver and had new care giver

Trauma Reduction Strategies

- Hand off communications
- Orientation to the intervention
- Information about options
- Communication considerations
- Include support networks (family, friends, direct support professionals) as appropriate and available

Reduce Trauma and Enhance Communication Practices

- **Person Centered Approaches considering all needs/complex presentations**
- **Use of Tools and Frameworks to help with communications**
 - **AIDET Model**
 - **A**cknowledge the person by name
 - **I**ntroducing staff and their roles
 - Inform about the **D**uration of the care delivery
 - **E**xplaining each step
 - **T**hank the person
 - **SBAR**
 - **Situation** states what is currently happening with the patient
 - **Background** covers clinical background
 - **Assessment** reports of what the assessment results are
 - **Repeat-Back Recommendations and Requests** states an initial recommendation, repeats back the stated response to ensure accuracy

Skaggs MKD, Daniels JF, Hodge AJ, et al: Using the evidence-based practice service nursing bundle to increase patient satisfaction. J Emerg Nurs 2018; 44:37–45.
<https://doi.org/10.1016/j.jen.2017.10.011>
Browning, et al. NASMHPD, 2023 Connected and Strong Series- <https://www.nasmhpd.org/content/presentation/nasmhpd-annual-2023-meeting>
SBAR: <https://www.ahrq.gov/teamsteps-program/curriculum/communication/tools/sbar.html>

Highlights

Trauma-informed practices and importance of cross-training and partnerships

Recognizing complex needs

Maximizing information, communication and a sense of control for the individual

Supporting staff trauma

Thank You!

Debra.pinals@nasmhpd.org