

Post-Acute Care Mental Health Video Training Series



Facilitator Guide

Overview

This is a three-episode **introductory** mental health video training series for post-acute care providers and family caregivers without access to formal clinical training programs. The series is funded by a grant from the **Stratis Health Building Healthier Communities program**. The videos focus on older adult mental health but the content applies to individuals of all ages who live with mental illness. The three videos come with printed materials viewers can download and use in their daily work. There is a ten-question quiz for each video along with a quiz checker with the correct answers and the corresponding time codes where the question topic is presented in the video.

Video Topics

#1 - Older Adult Mental Health Basics

Explains common mental illness disorder categories – Shares the compelling statistics - Addresses the fear and inadequacy many providers and caregivers feel – Confronts stigma and derogatory labels – Expresses hope and effective of treatment– Conveys how care providers and family caregiver can support persons living with mental illness.

#2 – Mental Health Crisis Prevention & De-escalation

Describes common behaviors and triggers likely to cause behavioral events – Suggests prevention tips to reduce symptoms - Demonstrates “right way / wrong way” de-escalation scenarios – Shows how to apply new learning after a crisis event.

#3 - Person-centered care & collaboration

Explains importance of personalized mental health care plans – Offers creative solutions to help residents and family members achieve their goals– Discusses when to consult with outside mental health professionals for assessments / and evaluations – Offers a sample person-centered care plan for viewers to download.

Note - The videos are sequential so it is important to watch the videos in the right order. Viewers will miss important information if they skip ahead.

Education Goals

- **Boost** understanding of older adult mental health
- **Equip** providers and caregivers with techniques to prevent and de-escalate behavioral crises that may lead to unnecessary hospitalization
- **Improve** behavioral / mental health outcomes for older adults
- **Encourage** more education and training

Advisory Workgroup

The topics and content were developed by an interdisciplinary advisory group convened through the Stratis Health East Metro Coordination of Care Steering Committee. The group included long-term care providers, trade association leaders, mental health professionals, home care providers, mental health advocates and state agency staff.

View Individually or in Group Training

The videos can be viewed individually or in group training. This facilitator guide provides the key themes for each video along with stopping points where you can pause to facilitate group discussion. (Just click and hold your computer cursor on the video stop/start button to go back or forth to a specific spot in the video.)

Video #1 – Older Adult Mental Health Basics (Runs 23 minutes)



Key Themes – One of the key messages is **mental illness is not a normal part of aging**. The video defines what mental illness is and explains that mental illness is treatable and many people get better with treatment. The mental health professionals and consumer advocates interviewed in the video help define the types of mental illnesses caregivers are likely to experience. The video also points out that certain medical conditions can be confused with mental illness.

Suggested stopping points in the video for group discussion

6:16 to 15:54 – **Defines common mental illnesses** and the treatments that are the most effective.

6:16 – **Anxiety is the most common mental illness** – Ask your group if this is a surprise to them.

8:49 – **Are you listening when someone says they're depressed?** – Ask the group to reflect on the fact that many people with depression do not say they're sad. Many times they may complain about aches and pains.

10:45 – **Personality disorders** – These may new terms and definitions for many caregivers. Ask the group to pay close attention to the explanation of personal disorders and what caregivers can do to help persons living with these conditions.

15:54 – **Is it mental illness or something else?** – this section focuses on certain medical conditions that can easily be confused with mental illness symptoms.

Print Materials to Download

• Older Adult Mental Health Basics Fact Sheet • Older Adult Mental Health Basics Action Checklist • Older Adult Mental Health Basics Quiz • Older Adult Mental Health Basics Quiz Checker • Geriatric Depression Screening Tool

Video #2 – Preventing and De-escalating Mental Health Crises (Runs 28 minutes)



This video has two sections – Prevention and De-escalation. We advise viewers to watch the prevention section first and then watch the de-escalation section at another time.

Key Themes – The central message is - **Your response** determines the outcome of every mental health crisis. The video introduces the four-stage Mental Health Crisis Life Cycle to help caregivers understand early warning symptoms to help prevent crises from happening. Another theme addresses the fact that many mental health crises are caused by power struggles between a person and their caregiver. A number of prevention tips are presented along with the **Listen...Understand...Act...** intervention process caregivers can use to de-escalate mental health crises. The video shows mental health crisis scenarios to demonstrate the “right way” and the “wrong way” to communicate with individuals experiencing a mental health crisis

Suggested stopping points in the video for group discussion

Prevention Section – (First 14 minutes)

3:55 to 8:02 – Explains the four-stage mental health crisis life cycle and actions caregivers should take at each stage.

8:58 to 14:40 – Provides five mental health prevention tips for caregivers to use in their daily work.

De-escalation Section – (Second 14 minutes)

14:44 – Introduces Listen...Understand...Act....de-escalation process caregivers can use to help de-escalate crises.

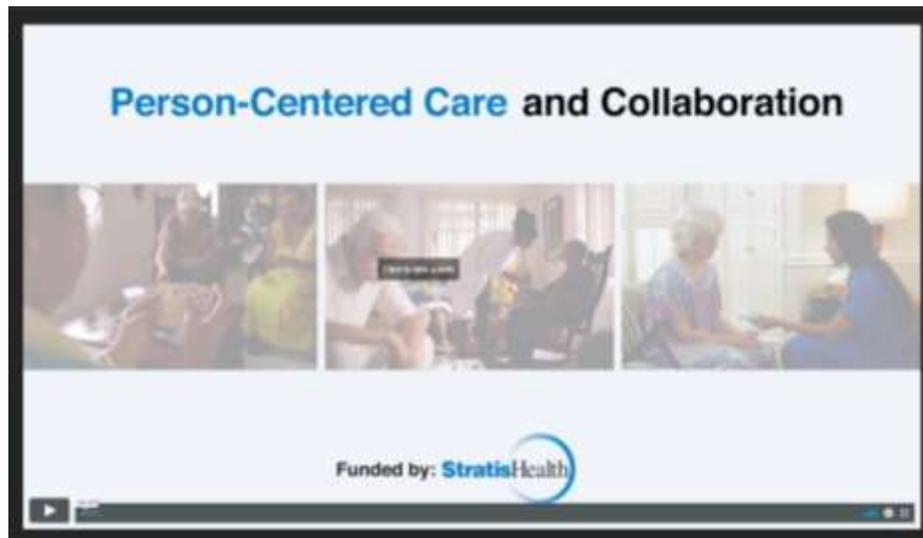
18:21 to 18:44 – Defines the “Never say” words caregivers should avoid when talking with a person in a crisis.

18:45 to 24:35 – Shows four de-escalation training scenarios with the “right way” and the “wrong way” to intervene in a mental health crisis.

Print Materials to Download

● Preventing Mental Health Crises Fact Sheet ● De-escalating Mental Health Crises Fact Sheet ● Preventing / De-escalating Mental Health Crises Action Checklist ● Preventing / De-escalating Mental Health Crises Quiz ● Preventing / De-escalating Mental Health Crises Quiz Checker ● Sample Crisis Prevention Plan

Video #3 – Person-centered Care and Collaboration with Mental Health Experts (Runs 18 minutes)



Key Themes – The central message is - Persons living with mental illness thrive best when they receive person-centered care. The video defines person-centered care as a way of thinking and caring that sees the person as an equal partner in planning, providing and monitoring their care. The key elements of a person-centered care plan are discussed and examples are shared about how caregivers have helped individuals reduce real and imagined anxiety through person-centered care approaches. The video also emphasizes that mental health experts are important partners in helping develop person-centered care plans. The video defines the roles of psychologists, psychiatrists and mental health social workers and the special training they have to help caregivers identify triggers and strategies to reduce unhealthy actions and responses.

Suggested stopping points in the video for group discussion

02:44 to 03:38 – Person-centered care views patients and health care professionals as equals.

06:39 to 07:20 - Be sure to include the whole team in your person-centered care planning.

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10:45 to 12:05 – When to ask a mental health expert for help in developing person-centered care plans.

12:06 to 14:46 – The roles of psychiatrists, psychologists and mental health social workers in person-centered care planning.

Print Materials to Download

- Person-centered Care Fact Sheet
- Person-centered Care Action Checklist
- Person-centered Care Quiz
- Person-centered Care Quiz Quiz Checker
- Sample person-centered care plans

Questions or feedback about the video training series

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