



Supporting Families and Teams in Emergency Mental Health

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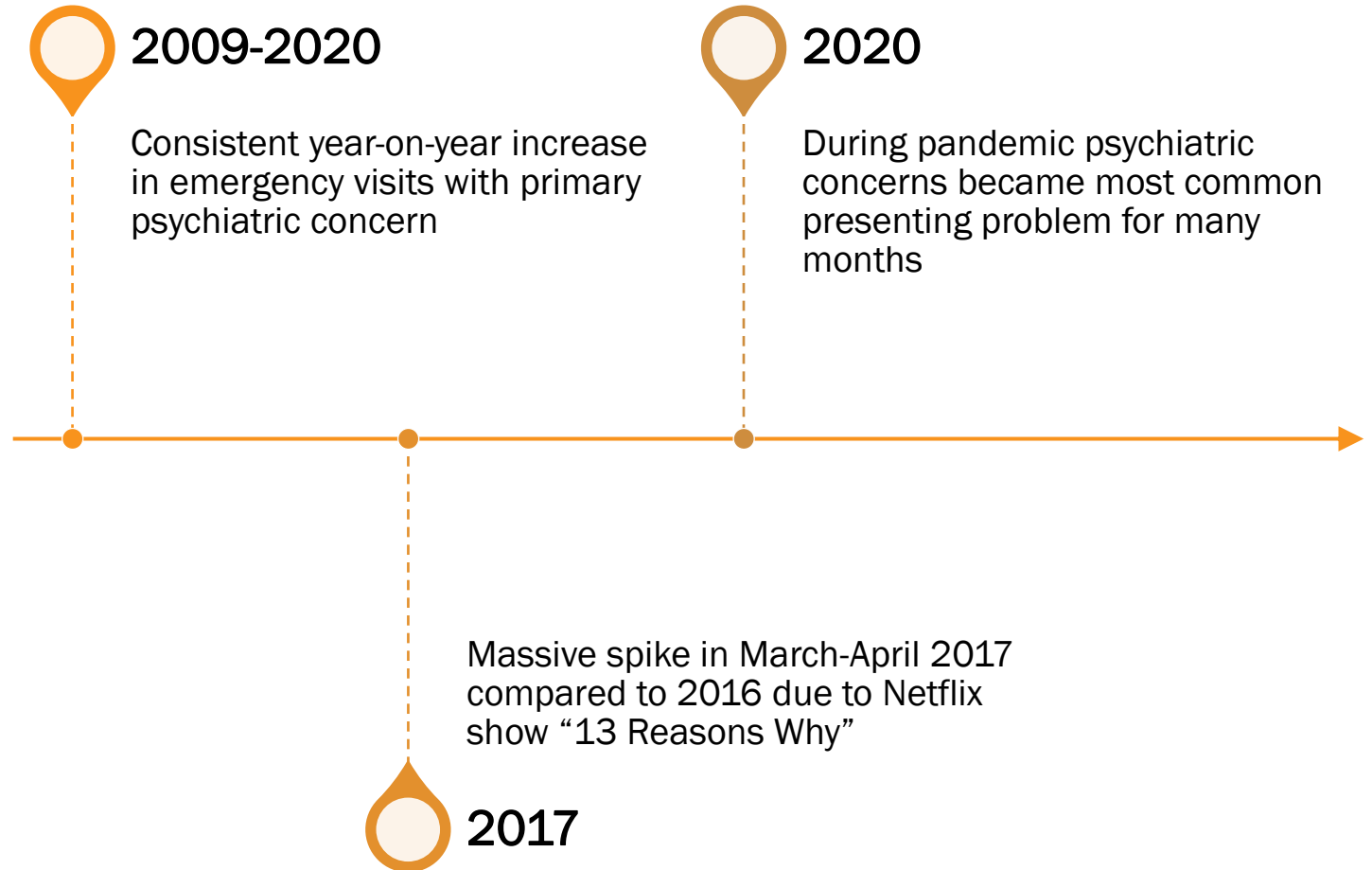
Disclosures

None

Objectives

- Briefly describe increase in emergency mental health visits across the country
- Explore impact of increased emergency psychiatric visits
- Discuss common contributing factors to patient, family, and teammate discord
- Explore simple strategies in increasing comfort with psychiatric emergency visits
- Discuss basic therapeutic strategies for engaging patients, parents, and teammates
- Provide some additional resources

Emergency Visits with Primary Psychiatric Concerns



Impacts

- Strain on resources
- Significant increase in wait-times and “boarding”
- Burnout/Moral Injury/Anger/Frustration/Sense of powerlessness
- Health care professionals leaving

What to do??

Teammates are struggling

Short fuses

Upset at mental health professionals

- “Your patients are taking up to much space”

- “I don’t know what to do”

Cycles of frustration and invalidation

Reminder

Mental Health Emergency
Visits are still Emergency
Visits

Confidence
Rule #1

ACTIONS COME
BEFORE POSITIVE
EMOTIONS

Good Questioning Habits

Keep individual questions separate

Allow patients to answer one question before the next

Suicidal ideation vs thoughts of self-harm

Homicidal ideation vs thoughts of hurting others

All different questions:

Are you having thoughts about hurting yourself?

Are you having thoughts about killing yourself?

Are you having thoughts about hurting other people?

Are you having thoughts about killing anyone else?

Pro Tips: Fewer questions

Observations

- I notice X
- It seems like X

Declarative statements

- I would love to better understand X
- You are upset about X

Gentle commands

- Tell me about X
- Help me understand X

A shocking
quote...



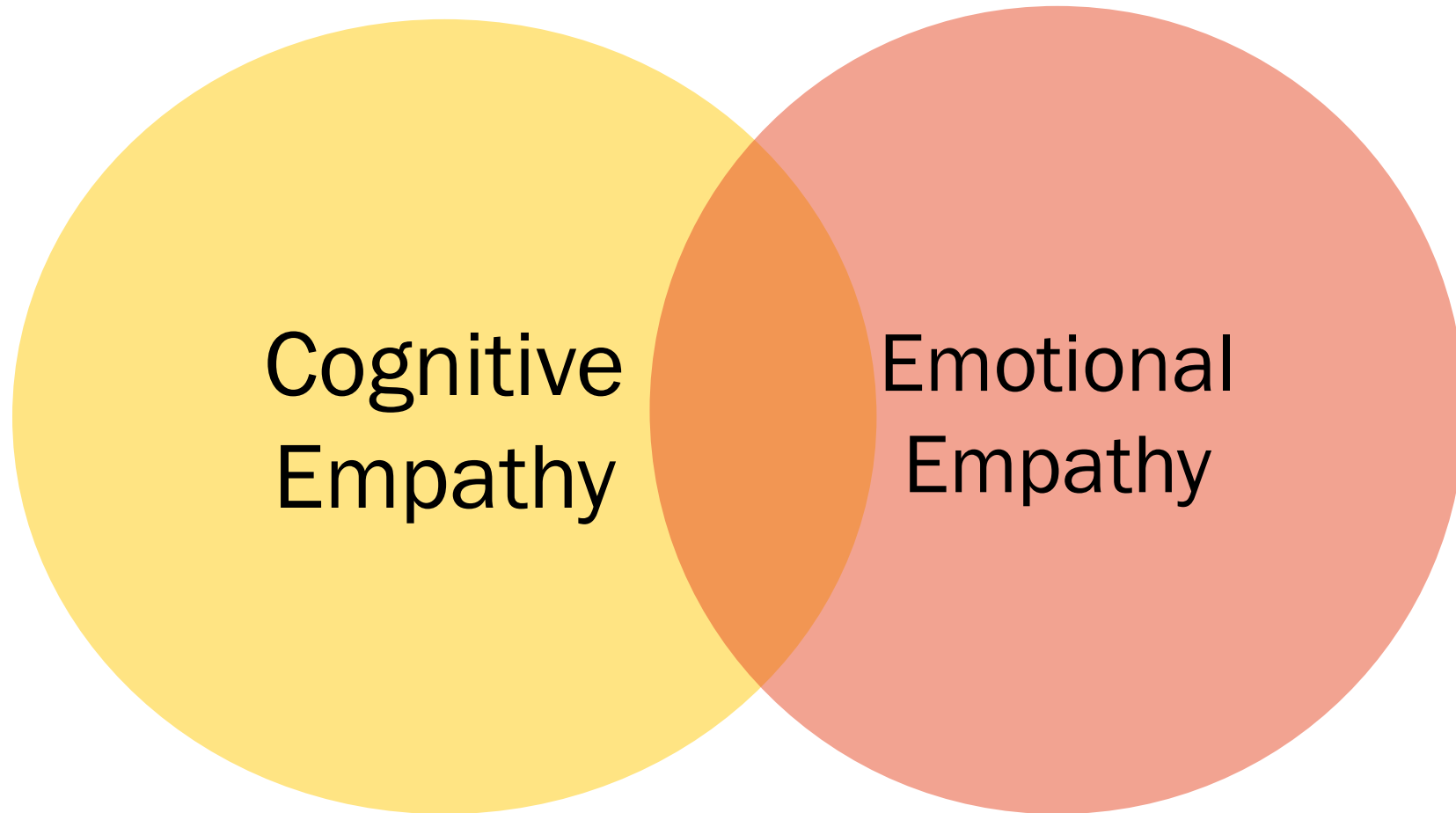
My favorite part about
your suffering is that it
belongs to you...



My favorite part about
my suffering is that it
belongs to me...



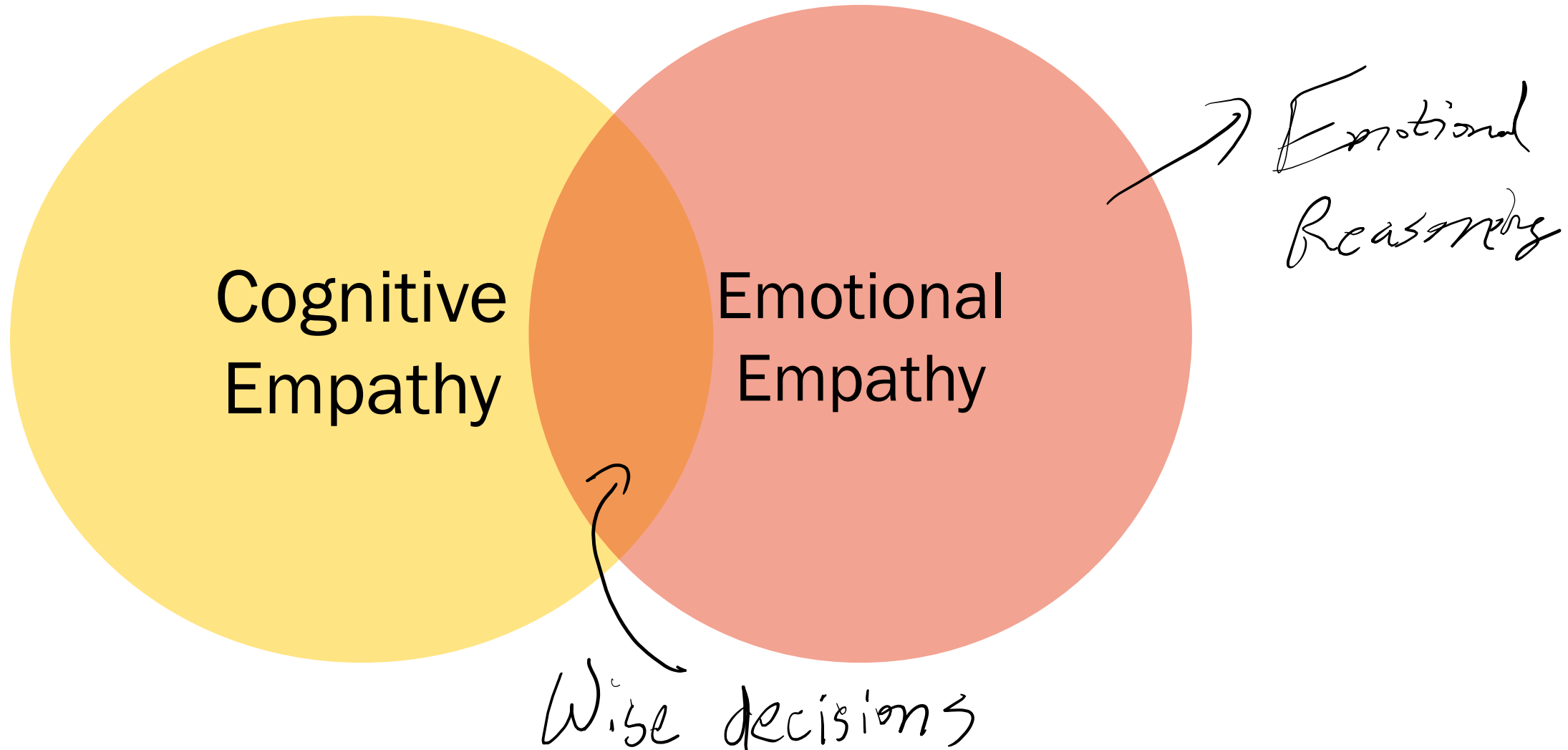
Empathy



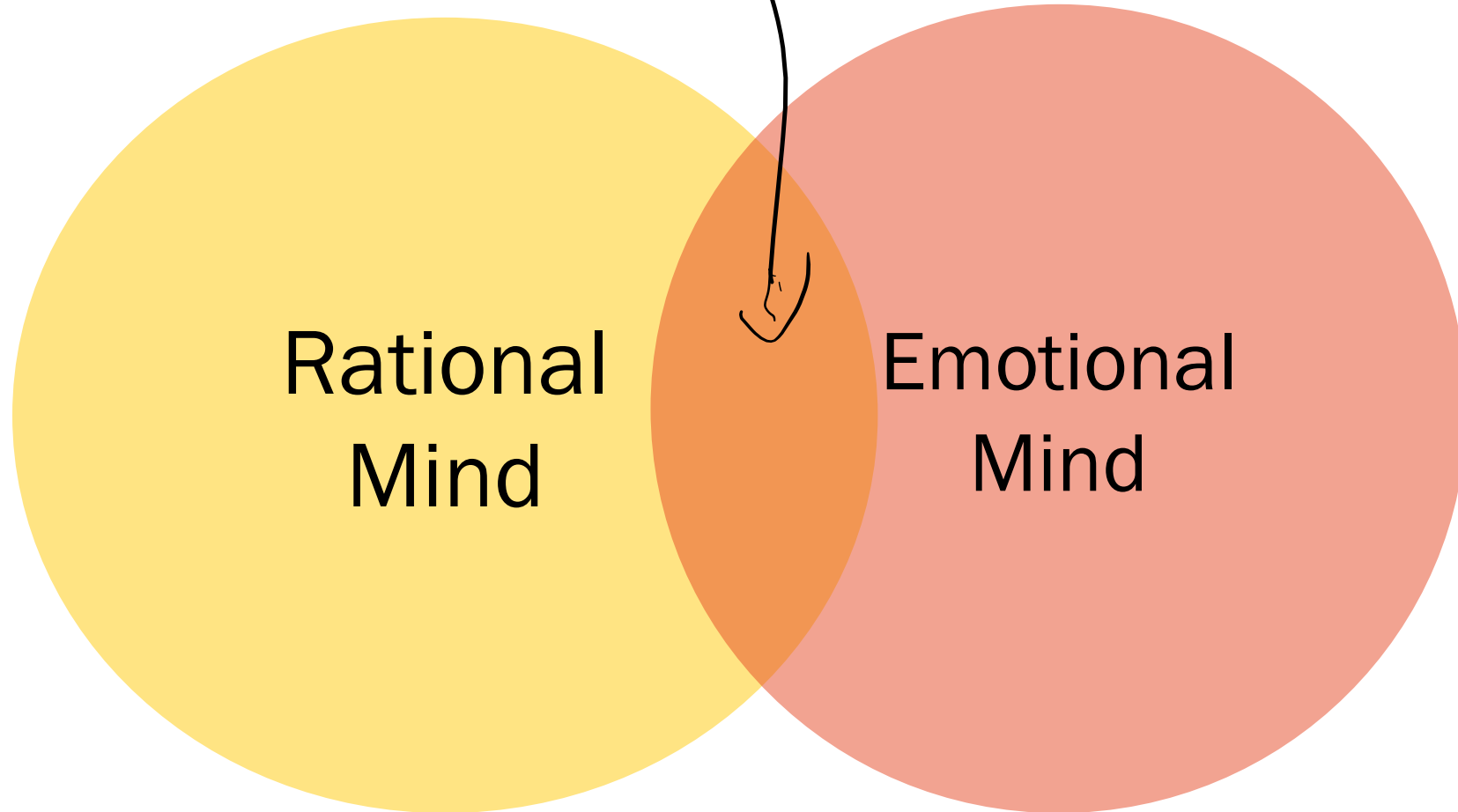
Cognitive
Empathy

Emotional
Empathy

Empathy



Wise mind



Rational
Mind

Emotional
Mind

Common Cognitive Distortions (CBT)

- Emotional reasoning
- Future telling
- Mind reading
- Catastrophic thinking
- Binary thinking (aka all-or-none thinking)



Red Flags for Emotional Reasoning

“We’ve got to do *something*”

“I feel like...”

“If they could just...”

“Let’s do what is right for the patient”

Who owns the problem?

- Recruiting competency through empathy
- Emotional competition
- Power dynamics (refusal of help)
- Identity Trigger (Self-Story Violations)

Giving the space...

- Everyone is generally doing their best

-

4 Types of
Relationship
Damaging
Communication

Criticism

Contempt

Stonewalling

Defensiveness

Types of
Defensiveness

Content

Relationship

System/Process

Identity

Levels of Control



Complete



Influence



None

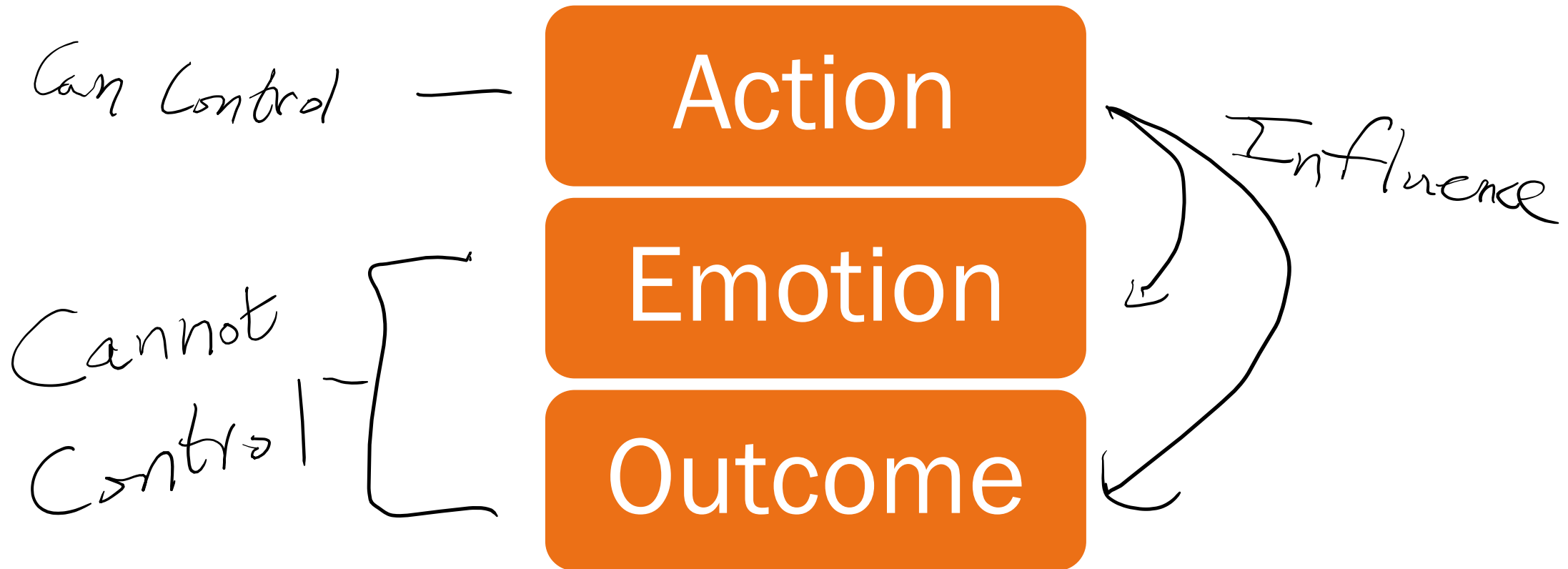
Types of Goals

Action

Emotion

Outcome

Types of Goals



Choosing a Goal of Action

01

Choose values
first

02

Have the
influence in mind

03

Judge based on
whether you did
the action rather
than the outcome

Returning to the Basics: Active Listening and Empathy Skills

- Paraphrasing
- Reflecting feelings
- Reflecting meaning/understanding
- Summative reflection (includes reflectors views)



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- It seems like X

Declarative statements

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Gentle commands

- Tell me about X
- Help me understand X

Parent or Family Book Club

The Happiness Trap by Russ Harris, MD

The Confidence Gap by Russ Harris, MD

Adult Children of Emotionally Immature Parents by Lindsay C. Gibson, PsyD

Questions
