Mental Health Crisis Intervention

Blue Cross Community MMAI (Medicare-Medicaid Plan)℠
Blue Cross Community ICP℠
Blue Cross Community Family Health Plan℠
Navigation Tips

• This presentation includes a voiceover
• To turn off sound, select the mute button 
• Click on the question mark button in the lower right corner
  – To email a question
  – To view slide notes (read rather than listen to the presentation)
Training Modules for MMAI, ICP and FHP

1. MMAI and ICP Overview
2. Person Centered Practice and the Interdisciplinary Care Team
3. Fraud, Waste and Abuse
4. Health, Safety and Welfare
5. Cultural Competency
6. Disability Literacy
7. Independent Living and Recovery
8. Mental Health Crisis Intervention
What You Will Learn

1. Symptoms of depression and anxiety
2. Crisis indicators
3. Situations leading to crisis
4. Crisis intervention
5. Handling crisis
What is mental illness?

NAMI describes mental illness as...

“a medical condition that disrupts a person’s thinking, feeling, and behavior...

…and affects a person’s ability to relate to others and manage their daily activities.”
Symptoms of Depression and Anxiety

Depression symptoms

- Chronic sadness
- Changes in sleep
- Changes in appetite
- Loss of pleasure in activities once enjoyed
- Frequent tearfulness
- Loss of energy and motivation
- Difficulty concentrating
Symptoms of Depression and Anxiety

Anxiety symptoms

• Dread or fear
• Difficulty sleeping
• Racing heart
• Excessive worry
• Irritability and fatigue
• Social anxiety
What is a crisis?

A disruption or breakdown in a person’s or family’s normal or usual pattern of functioning.
Elements of a Crisis

- Stressful situation
- Timing
- Difficulty coping
Crisis Indicators – Verbal

Verbal indicators

- “I have an emergency.”
- “I want to hurt myself!”
- “I want to hurt someone!”
- “I want to give up!”
- “People might be better off without me!”
Crisis Indicators – Behavior

Behavioral indicators

- Giving away possessions
- Making arrangements
- Visiting loved ones
- Taking unnecessary risks
Situations Leading to a Crisis

- Family
- Natural Elements
- Economy
- Life Events
- Community
Situations Leading to a Crisis

Family situations

- Child abuse
- Spouse abuse
- Unplanned pregnancy
- Parent’s desertion
- Chronically ill family member
- Lack of social supports
Situations Leading to a Crisis

Economic situations

- Financial strain
- Loss of employment
- Eviction
- No food
- Theft
- High medical expenses
- Missed child support payments
- Car repossession
- Utilities cut off from service
- Living in poverty
Situations Leading to a Crisis

Community situations
• Neighborhood violence
• Inadequate housing
• Lack of community resources
• Inadequate educational programs
Situations Leading to a Crisis

Significant life events

- Marriage
- Birth of a child
- Job promotion or retirement
- Child enrolling in school
- Adolescent behaviors
- Adult child leaving the home
- Death of a loved one
Situations Leading to a Crisis

Natural elements

- Floods
- Hurricanes
- Fires
- Earthquakes
- High heat and humidity
- Gloomy weather
- Excessively cold weather
Handling a Crisis – in person

1. Be aware of your location and safety
2. If possible, have the individual call for help
3. Explain the process and how your team is going to help them feel safe
4. Provide structure and be genuine
Handling a Crisis – by phone

1. Do not put the caller on hold
2. Ask someone to call EMS
3. Keep the person on the phone until the EMS arrives
4. Tell the caller you’re sending someone to help
Who to Call

- If local emergency assistance is needed, call 911
- If help outside the state is needed, visit
  - [www.usacops.com](http://www.usacops.com)
- National Hopeline Network
  - 800-SUICIDE
- National Suicide Prevention Lifeline
  - 800-273-TALK
Children in Crisis

- If local emergency assistance is needed, call 911 or advise the parent or guardian to take the child to the nearest ER.
- The BCBSIL Children’s Mental Health Mobile Crisis Response Program also provides 24 hour telephonic crisis assessment and may dispatch a Children’s Mobile Crisis Response provider to assess the child’s needs and determine whether an inpatient behavioral health hospitalization is indicated.
- The BCBSIL Children’s Mental Health Mobile Crisis Response Program Hotline may be reached at 800-345-9049.
Thank you!

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