



# Strategies for Supporting Patients with Mental Health and Substance Use Disorder


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# Learning Objectives

- Recognize your role in supporting patients with mental health and substance use disorder issues
- Understand how mental health and substance use disorders can impact emotional and behavioral escalation in the patients we serve
- Learn strategies to assist patients in managing emotions and behaviors while inspiring change and building on patient strengths

# Things to be Mindful OF

- The only thing you can control is YOU!
- Patients have conscious and unconscious triggers you can't see and can't control
- No Guarantees!- interventions will not always be successful(model healthy interactions, plant the seed)

A photograph of two hands reaching towards each other in a field of tall, golden grass under a clear blue sky. The hands are positioned in the center of the frame, with one hand slightly higher than the other. The background is a soft-focus landscape of grass and sky.

PERCEPTION  
IS REALITY:  
Lens is  
everything

AWARENESS  
WELLNESS  
THERAPY  
BENEFITS  
RISK  
RESEARCH  
GRIEF  
STIGMA  
WORRIED  
RELATIONSHIPS  
MENTAL  
TRAUMA  
IQ  
POSTPARTUM  
CRISIS  
PSYCHOLOGY  
SUICIDE  
POST-TRAMATIC STRESS  
PSYCHOLOGICAL  
DEPRESSION  
HEALTH  
EMOTIONS  
DRUGS  
ANOREXIA  
CLINICAL  
BIPOLAR  
STRESS  
GRIEF  
ANXIETY  
GENETIC  
PHOBIA  
ATTITUDE  
TREATMENT  
COGNITIVE  
UNHAPPY  
OPTIMIST

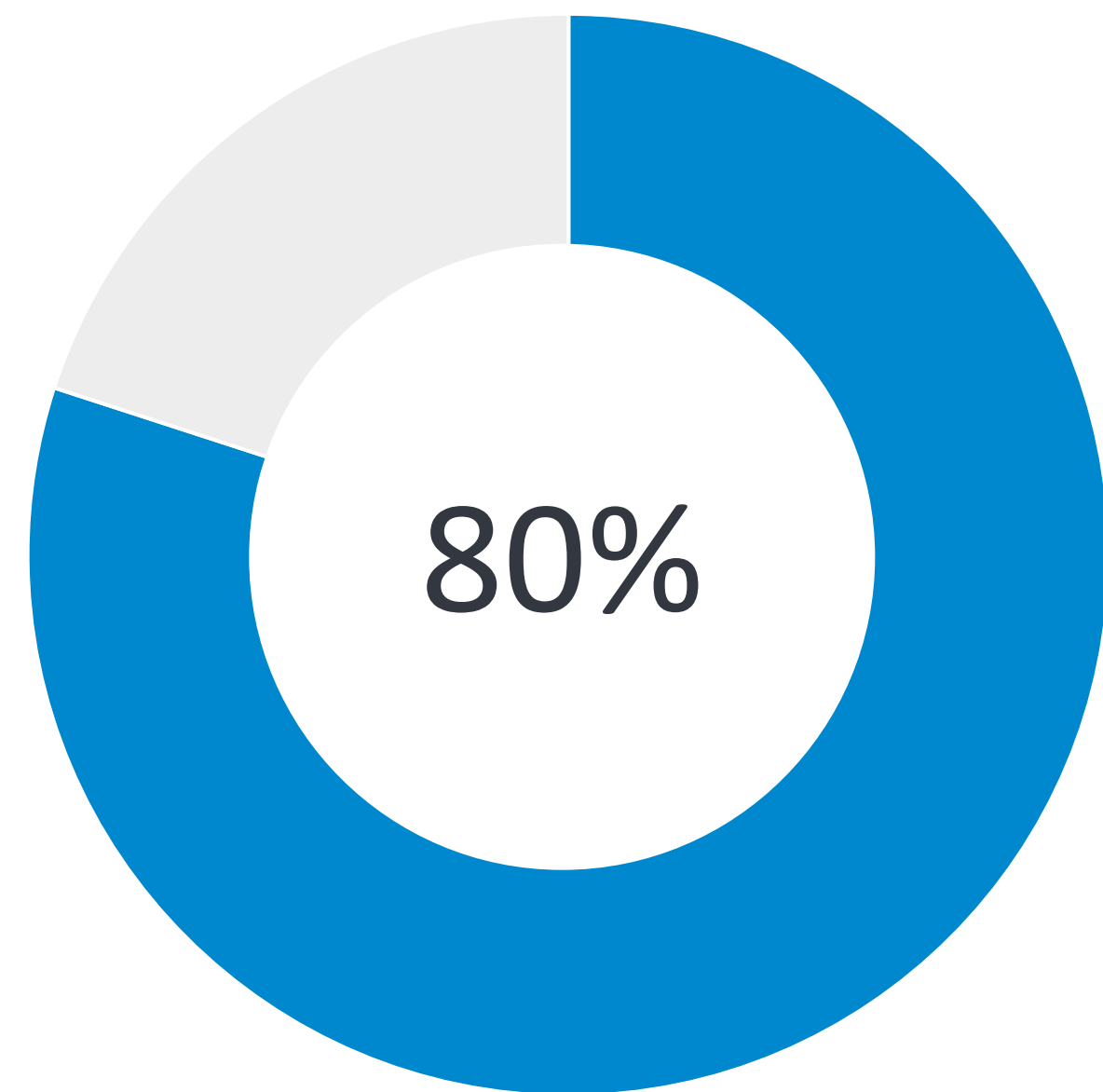
What emotions are being conveyed?

Attraction  
Attitude  
Dream  
Control  
Great  
Smart  
Trust  
Teens  
Thought  
Inspired  
Visualize  
Beautiful  
Change  
Energy  
Helpful  
Positive  
Creative  
Happy  
Laptop  
Loving  
Universe  
Thinking  
Believe  
Faith  
Thankful  
Smile

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# MENTAL HEALTH STATISTICS

“80% of clients with a  
substance use disorder  
have an additional  
trigger”



# What do we know?

Depression, Anxiety, Trauma and Mood Disorders all are impacted by the same areas of the brain as SUD(Limbic System and Pre-Frontal Cortex)

This under firing or overfiring of neurotransmitters in these areas can create distorted perceptions, reactions and experiences for individuals who have co-occurring disorders

**Substance Use Disorder is a disease of the brain.**



## COMMON MENTAL HEALTH DISORDERS ASSOCIATED WITH SUBSTANCE USE DISORDER

Depression

Anxiety

Mood Disorders

Could have mental health disorder first or substance use disorder first

Does it Matter?

<https://www.youtube.com/watch?v=nqjrhF5ZtXM>



## Filling Emotional Tanks

# Countertransference

Countertransference is a process whereby the counselor develops positive or negative feelings towards the patient during the course of treatment. This is normal.

However therapist must learn not to act upon these feelings. This is why supervision is so important.



# ETHICS

# Ethical vs Morals

## Ethics vs. Morals

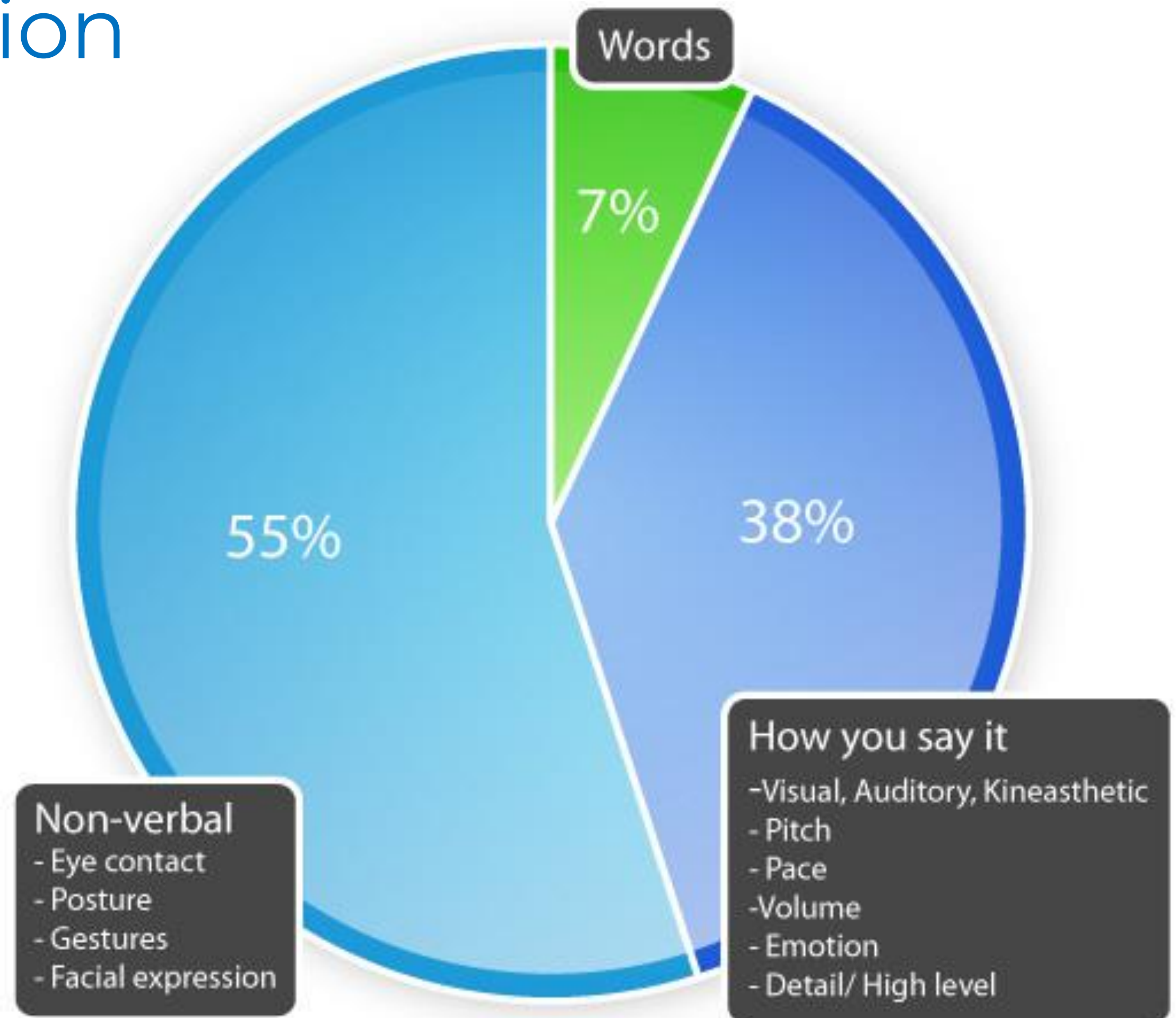
- Ethics and morals are NOT always the same
- Morals = personal view of values
  - i.e. beliefs related to moral issues such as drinking, sex, gambling,
  - Can reflect influence of religion, culture, family and friends

Ethics can be defined as a prescribed set of behaviors that guide us in our said professions.

- Ethics transcends cultural, religious, and ethnic differences

# 3 Aspects of Communication

- Body language
- Paralanguage
- Word choice



Which has most influence?

- Tone expresses speaker's feelings or attitudes.
- Listener interprets speaker's message through tone.
- 38% of communication depends on tone.



# T.H.I.N.K.

## “THINK”

Thoughtful

Helpful

**Inspiring**

Necessary

Kind



# What Is Verbal De-escalation?



Verbal De-escalation is an intervention for use with people who have difficulty managing emotions and behaviors.



It is basically using calm language, along with other communication techniques, to diffuse, re-direct, or de-escalate a conflict situation.

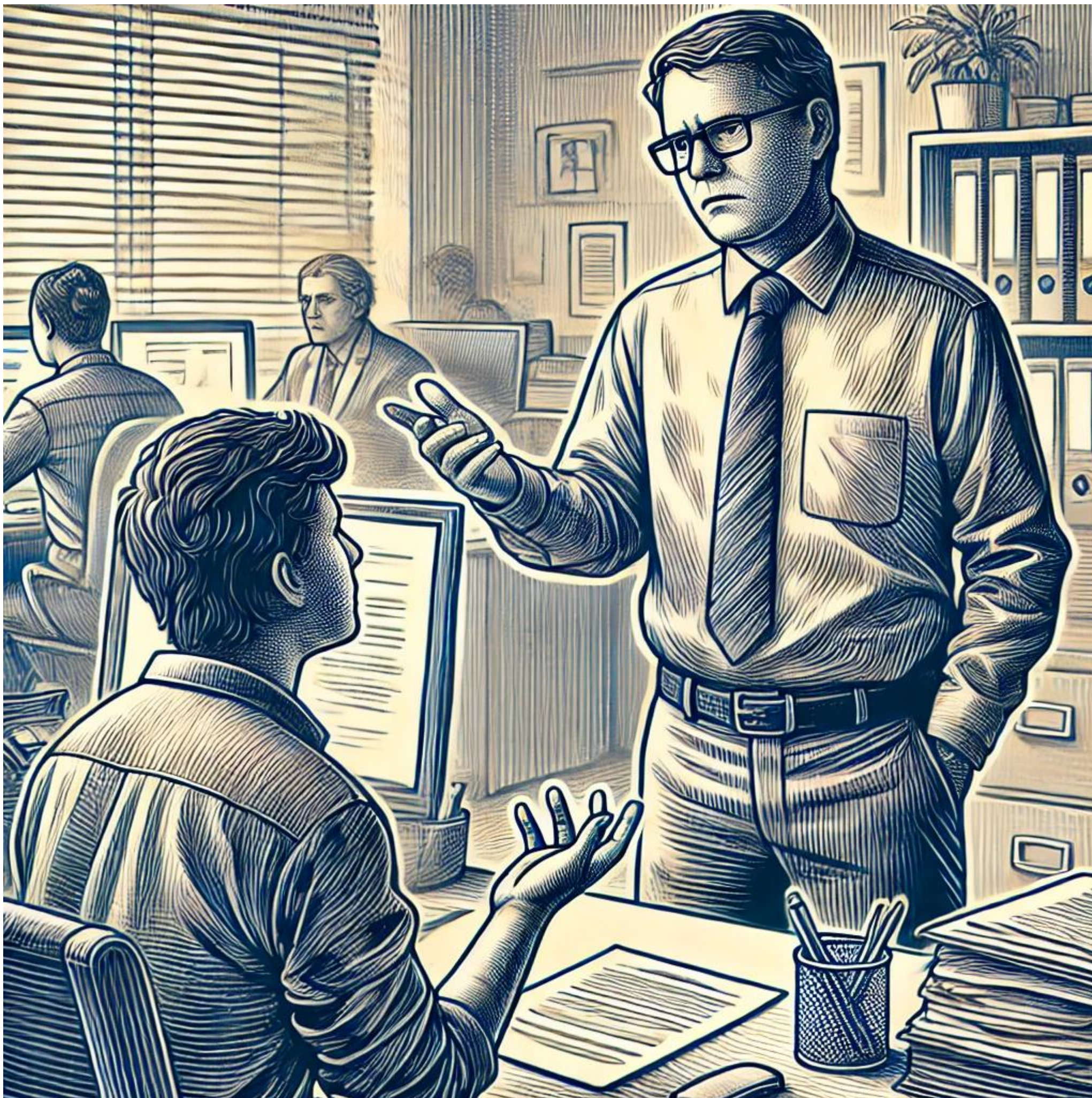
# Questioning

May be legitimate questions about an activity, missed information, etc.

- “What are we suppose to be doing now?”
- “Why do I have to go?”
- “How does this stuff help me?”

May be an attempt to question your authority

- “Why do I have to listen to you?”
- “Who died and made you boss?”



# Questioning - Response

## Escalation Prevention

- The easiest way to prevent escalation from this point is simply to answer the question
- Assume that questions are real. Do not assume the person is trying to “start something” or be manipulative by asking questions

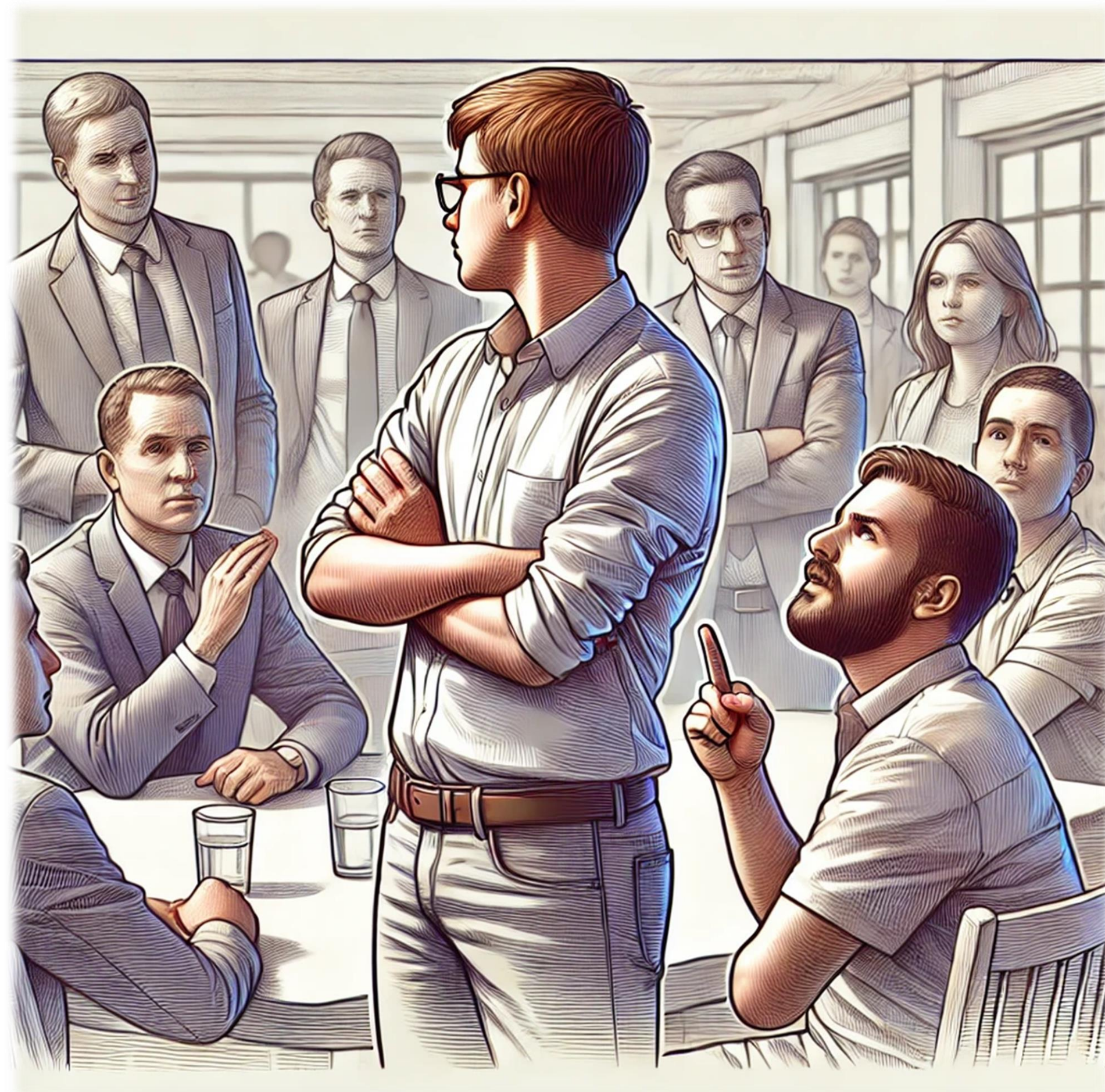
## Reflective listening

- Let the person do the talking
- Focus on what the person is saying
- Focus on the person’s emotions (look at body language, sound of voice, etc.)
- Restate what the person is saying to you to show you understand
- Keep your answers short and clear

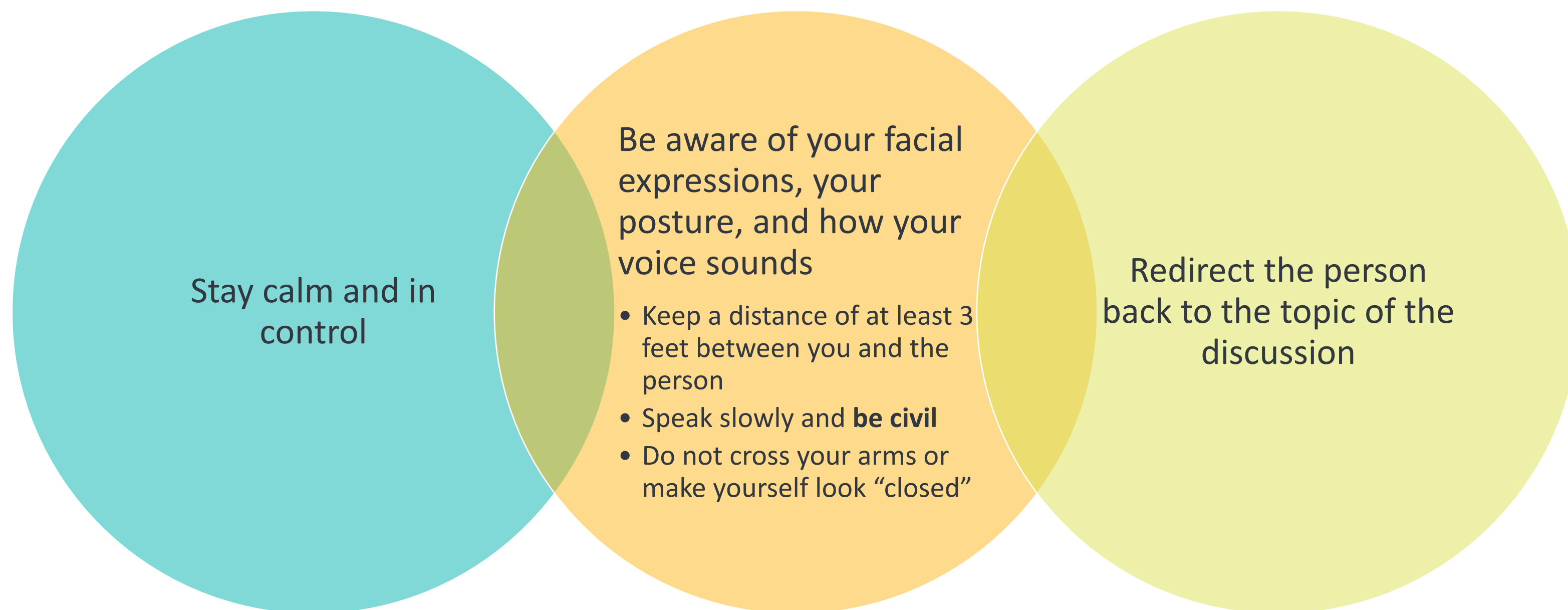
# Power Struggles

When a person is showing their anger and trying to incite you to be angry

- “You’re always telling me what to do! Why don’t you do it?”
- “You don’t know what you are talking about”
- “This is all just stupid”



# Power Struggles- Response





Verbal De-escalation and it's  
importance in all settings

<https://youtu.be/MOeuoNP-fyQ>

# Calming Down / Opportunity for Learning

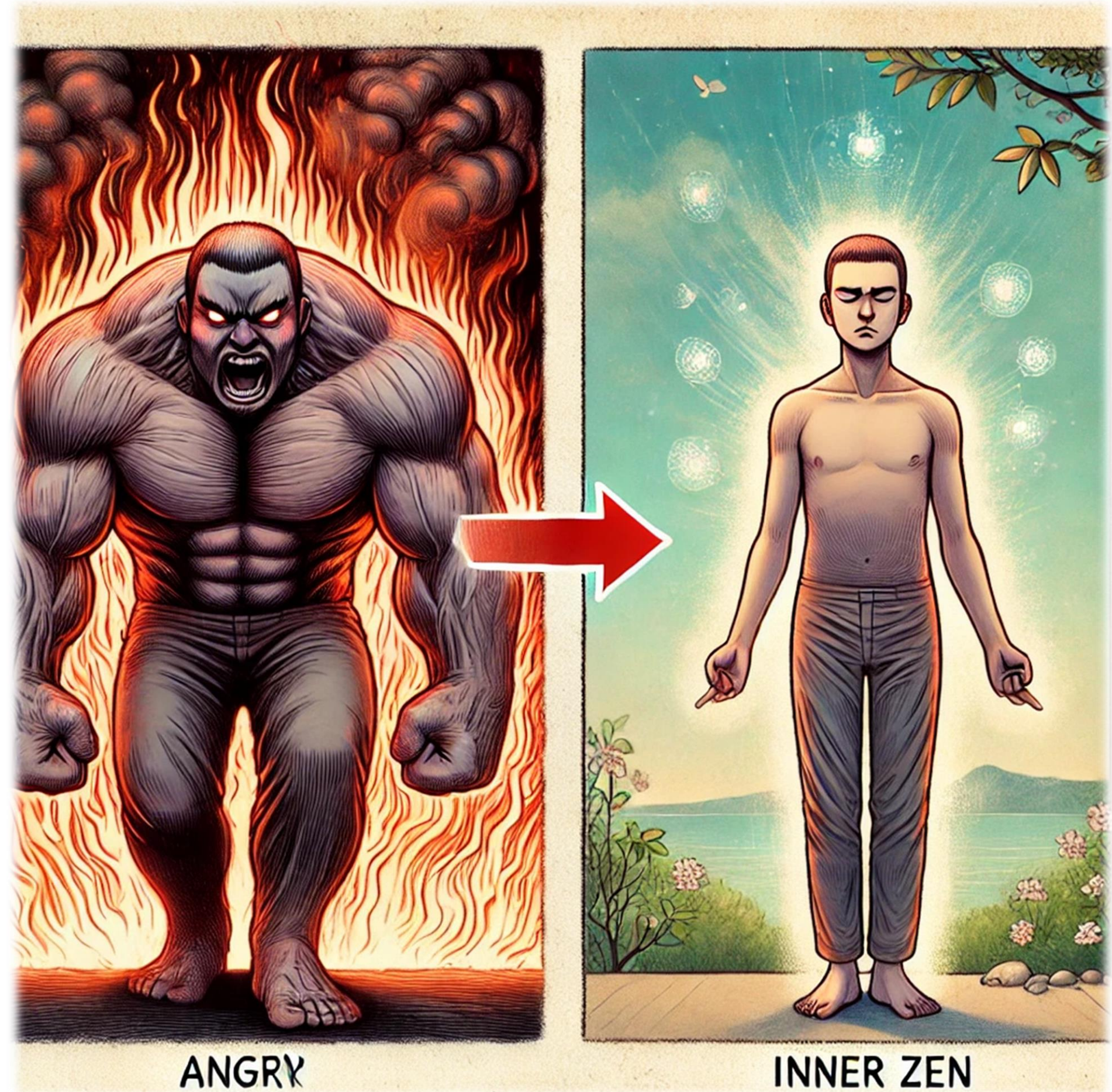
Usually represented by being quiet, lack of energy, sometimes crying, moving to a protected area, etc.

Give the person space and time to calm down

Quietly offer support

Discuss what they can do differently and what you can do differently next time they may be in a similar situation

You must be calm to accomplish this



# Intervention Strategies

Give the client the opportunity to fully share their story without interpretation or judgment.

- Interventions should be focused on helping client understand the relationship between substance use disorder and mental health and trauma issues
- Expect the client to hold onto problematic behaviors for awhile, be patient, use Motivational Interviewing/Engagement Skills
- Remember the treatment process is a slow one sometimes
- Follow up with supports/systems that will reinforce the recovery process (i.e. family, assisted living, etc.)
- Address Medication needs related to both substance use and mental health disorders

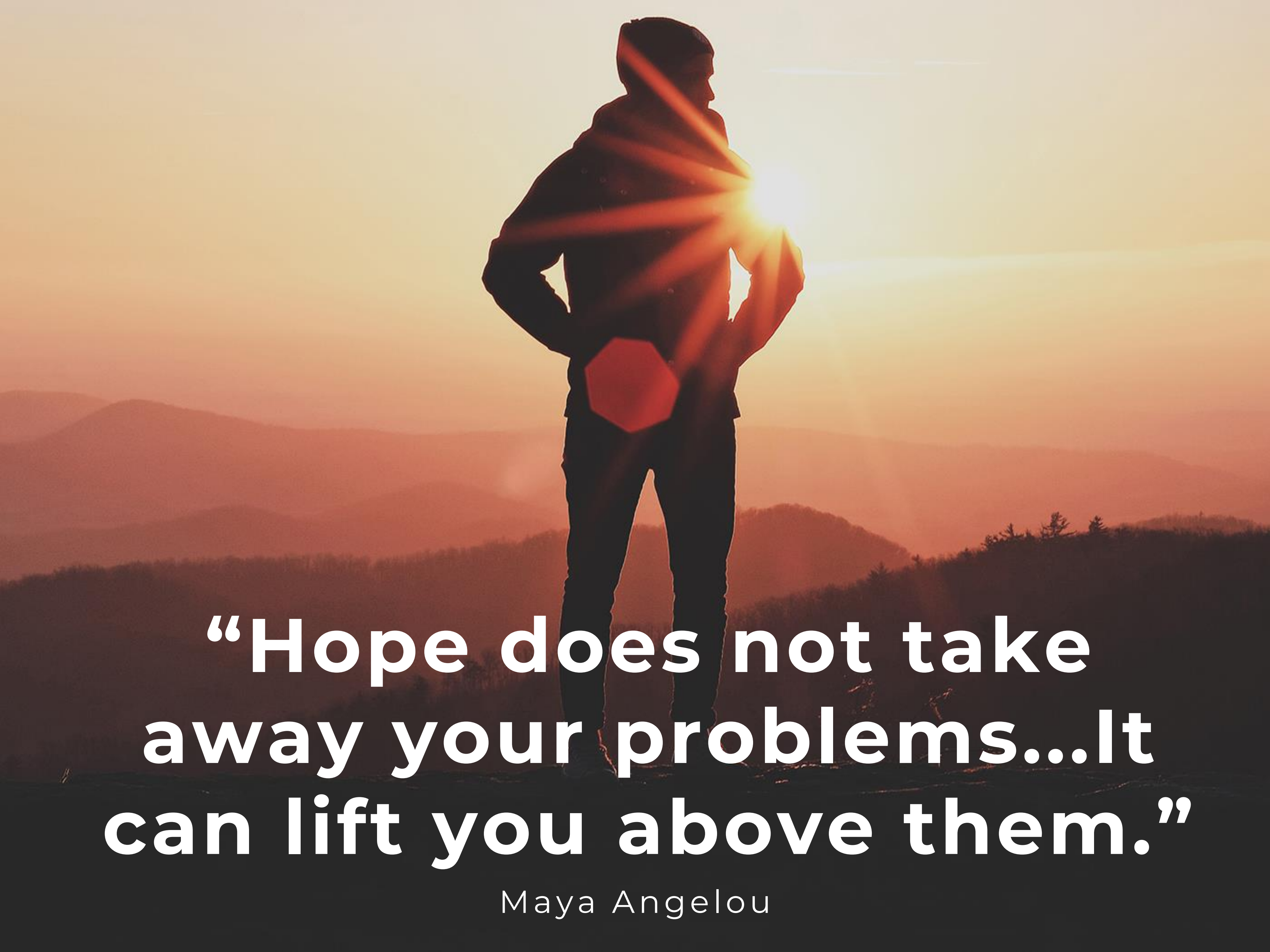


# Inspiring Change



Focus on Strengths

- One Single Moment in Time can Change a Person's life



**“Hope does not take  
away your problems...It  
can lift you above them.”**

Maya Angelou

Thank You!

