BE THE DIFFERENCE FOR SOMEONE WITH A MENTAL HEALTH CHALLENGE

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OBJECTIVES

• Describe the value of training to understand the realities of living with mental illness.
• Discuss the need for increased compassion for the vulnerabilities people face when seeking care.
• Describe your critical role in the individual and family’s journey towards recovery.

WHAT IS MENTAL HEALTH

• Mental health is defined as a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.

~World Health Organization
US ADULTS WITH A MENTAL DISORDER IN ANY ONE YEAR

<table>
<thead>
<tr>
<th>Type of Mental Disorder</th>
<th>% Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anxiety disorder</td>
<td>18.1</td>
</tr>
<tr>
<td>Major depressive disorder</td>
<td>6.8</td>
</tr>
<tr>
<td>Substance use disorder</td>
<td>8.1</td>
</tr>
<tr>
<td>Bipolar disorder</td>
<td>2.8</td>
</tr>
<tr>
<td>Eating disorders</td>
<td>5-10</td>
</tr>
<tr>
<td>Schizophrenia</td>
<td>0.3 - 0.7</td>
</tr>
<tr>
<td>Any mental disorder</td>
<td>18.5</td>
</tr>
</tbody>
</table>

Only 41% of people with a mental illness use mental health services in any given year

Source: National Council for Behavioral Health - Mental Health First Aid USA

THE IMPACT

- “Disability” refers to the amount of disruption a health problem causes to a person’s ability to:
  - Work or study
  - Carry out activities of daily living
  - Engage in meaningful or satisfying relationship
- Mental illness can be more disabling than many chronic physical illnesses
  - Disability from moderate depression is similar to the impact from relapsing multiple sclerosis or severe asthma

BY THE NUMBERS

- 10.2 million people in US have co-occurring addiction and mental illness
- Only 41-43% of people suffering from a mental health disorder receive treatment in a given year
  - Time from 1st symptom to treatment: 10 years
- Total financial cost of mental illness in the US reached an estimated $467 billion in 2012

WHAT IS MENTAL HEALTH FIRST AID?

Mental Health First Aid is the help offered to a person developing a mental health problem or experiencing a mental health crisis. The first aid is given until appropriate treatment and support are received or until the crisis resolves.

-National Council for Behavioral Health

- Not a substitute for medical care, diagnosis, or treatment

www.mentalhealthfirstaid.org

SPECTRUM OF MENTAL HEALTH INTERVENTIONS

MENTAL HEALTH FIRST AID: THE “ALGEE” ACTION PLAN

- Assess for risk of suicide or harm
- Listen nonjudgmentally
- Give reassurance and information
- Encourage appropriate professional help
- Encourage self-help and other support strategies
**SUICIDE: COMMON CRISIS WITH DEPRESSION AND ANXIETY**

- Suicide risk assessment
  - Gender, age, use of alcohol or other substances, less social support
  - Previous attempt, organized plan
- Warning signs of suicide
  - Talking, writing, or posting on social media about death, dying, or suicide
  - Acting recklessly or engaging in risky activities
  - Withdrawing from family, friends, society

**SUICIDE: QUESTIONS TO ASK**

- Ask directly whether the person is suicidal:
  - “Are you having thoughts of suicide?”
  - “Are you thinking about killing yourself?”
  - If “yes” to either above, then…
- Ask whether the person has a plan:
  - “Have you decided how you are going to kill yourself?”
  - “Have you decided when you would do it?”
  - “Have you collected the things you need to carry out your plan?”

**RESOURCES**

- National Suicide Prevention Line
  - Call 1-800-273-TALK (8255)
  - Text “HELP” to 741741
- Other Resources:
  - Trevor Project/LGBTQ - call 1-866-488-7386
  - Trans Lifeline - call 1-877-565-8860
  - Iowa Crisis Chat – call/text 1-855-325-4296
- Iowa Poison Control Center
  - Call 1-800-222-1222
MENTAL HEALTH STIGMA

• Social Stigma
  • Prejudicial attitudes and discriminating behavior directed towards those with mental health programs
• Perceived
  • Internalized self perceptions of discrimination

What are some common terms or labels given to those individuals with a mental health illness?

BREAKING THE CYCLE

• Critically reflect on the types of information you choose to disseminate (e.g., email alert) to ensure that you are doing so responsibly
  • Does the message contain information that is grounded in research and/or evidence-based? If not, what is the basis for the claims?
  • Perform a “language audit” of existing materials for language that may be stigmatizing, then replace with more inclusive language

PSYCHOSIS

• Psychosis is a condition in which a person has lost some contact with reality
  • The person may have severe disturbances in thinking, emotion, and behavior
• Disorders in which psychosis may occur
  • Schizophrenia
  • Bipolar disorder
  • Drug-induced psychosis
PSYCHOSIS - EXERCISE

- Scenario
- Roles to play
  - Person w/o auditory hallucinations
  - Person w/ auditory hallucinations
  - The voice

PSYCHOSIS - EXERCISE

- Why are you talking to him (her)?
- Don’t trust him.
- Isn’t he (she) looking at you funny?
- Why would he (she) want to talk with you?
- Do you think you can trust him (her)?
- You can’t trust him (her). You can’t trust anyone.

PSYCHOSIS - EXERCISE

- How did it feel as...
  - The person without auditory hallucinations?
  - The person with auditory hallucinations?
  - The voice?
### MENTAL HEALTH FIRST AID: THE “ALGEE” ACTION PLAN

- Assess for risk of suicide or harm
- Listen nonjudgmentally
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- Encourage self-help and other support strategies

### WHAT IS STRESS

- Stress is a physical, mental, or emotional factor that causes bodily or mental tension
- Distress is extreme anxiety, sorrow, or pain
  - Can be short- or long-term, feels unpleasant, considered outside of our coping ability, decreases performance, may lead to mental and physical problems


### WHAT IS BURNOUT

- Syndrome of:
  - Emotional exhaustion
    - Measures feelings of being emotionally overextended and exhausted by one’s work
  - Depersonalization
    - Measures an unfeeling and impersonal response toward patients
  - Low personal accomplishment
    - Measures feelings of competence and successful achievement in one’s work

**MEDICATION ERRORS**

- Mistakes, slips, and lapses cause 13-25% of errors due to stress, fatigue, distractions, and multitasking
- Nurses, pharmacists, and pharmacy technicians are interrupted as often as once every two minutes
- Risk of an error increases 12.7% with each interruption
- Risk of a harmful medication error doubles when nurses are interrupted 4 times and triples when interrupted 6 times during one administration

Das BP et al. Medical errors challenge for the health professionals: need for pharmacovigilance to prevent. JNMA 2006; 45: 73-78.

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**STRATEGIES TO ALLEVIATE BURNOUT IN HEALTHCARE PROFESSIONALS**

<table>
<thead>
<tr>
<th>Risk Factor</th>
<th>Strategy to Alleviate Risk</th>
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<tbody>
<tr>
<td>Workload</td>
<td>Permitting time at the workplace to recover from a stressful event</td>
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<tr>
<td>Control</td>
<td>Clearly defined roles and expectations from organizational leadership</td>
</tr>
<tr>
<td>Reward</td>
<td>Identify suitable rewards to recognize achievements, provide opportunities to teach or mentor trainees</td>
</tr>
<tr>
<td>Community</td>
<td>Promote participation in professional organizations</td>
</tr>
<tr>
<td>Fairness</td>
<td>Transparency in decision-making</td>
</tr>
<tr>
<td>Values</td>
<td>Align personal expectations with organizational goals</td>
</tr>
<tr>
<td>Job-person incongruity</td>
<td>Evaluate and align job responsibilities with personal and professional expectations</td>
</tr>
</tbody>
</table>

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**MITIGATING STRESS**

- **Self-Care Techniques**
  - Monitor personal stress indicators (stress, eating, agitation)
  - Decompress with healthy activities
  - Speak with trusted people, maintain social connections
  - Record three good experiences from the day, plan for good experiences the next day

- **Resiliency Competencies**
  - **Awareness**
  - Notice the right information
  - **Regulation**
  - Of self and others' stress reactions and emotions
  - **Leadership**
  - Toward meaningful personal and team actions
OTHER RESOURCES

• SAMHSA-HRSA
  • SBIRT: Screening, Brief Intervention, and Referral to Treatment
• Iowa Department of Public Health
  • Your Life Iowa
• National Alliance on Mental Illness (NAMI)
  • Provider Education
• National Academy of Medicine (NAM)
  • Action Collaborative on Clinician Well-Being and Resilience: Knowledge Hub

RESOURCES FOR THE PROFESSION

• National Academy of Medicine (NAM)
  • Action Collaborative on Clinician Well-Being and Resilience: Knowledge Hub
• Iowa Monitoring Program for Pharmacy Professionals (IMP3)
  • Call 1-515-725-2253; Email IMP3@iowa.gov
  • Peer assistance program for impaired pharmacy professionals
• APhA Institute on Substance Use Disorders
  • May 29 – June 2, 2019 in Salt Lake City

QUESTIONS

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