



NC Department of Health and Human Services
NC Nurse Aide I Curriculum

***Module U**
Mental Health and Mental Illness
July 2019

Objectives

- Explain the role of the nurse aide in the de-escalation of the resident who is agitated.
- Describe anxiety disorders
- Describe mood disorders

Mental Health and Mental Illness

- Mental health – ability to cope with and adjust to everyday stresses in ways that society accepts
- Mental illness – disturbance in the ability to cope or adjust to stress
- De-escalate – to cause to become less dangerous or difficult

Mental Health and Mental Illness – Importance

- Great day-to-day relationships are the heart of de-escalation
- Know what is normal
- Signs resident is becoming agitated

Causes of Mental Illness

Contributing Factors

- Physical Factors
- Environmental Factors
- Heredity
- Stress

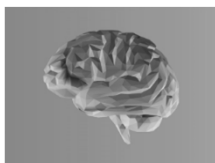


Image of Human Brain

Anxiety Disorders

Anxiety Disorders

- Generalized anxiety disorder
- Obsessive-compulsive disorder
- Posttraumatic stress disorder
- Phobia



Image – example of an uneasy older adult

Mood Disorders

Disorders

- Depression
- Bipolar Disorder
- Schizophrenia




Image – example of a sad older adult

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Mental Health and Mental Illness Treatment

- Medication
- Psychotherapy
- Cognitive behavioral therapy

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Mental Health and Mental Illness – Nurse Aide’s Role

- Important for nurse aide to recognize inappropriate behavior:
 - Report to nurse
 - De-escalate behaviors
- Nurse aide has many chances to observe and to get to know resident

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De-escalation of a Resident Who is Agitated – Nurse Aide’s Role

- **First and only objective in de-escalation is to reduce level and intensity of resident behavior so that discussion becomes possible**

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***De-escalation of a Resident Who is Agitated – Nurse Aide’s Role (1)**

- **Behavior**
- **Posture**
- **Position self for safety**
- **Body movement and language**
- **Facial expression**
- **Eye contact**

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***De-escalation of a Resident Who is Agitated – Nurse Aide’s Role (2)**

- **Attitude**
- **Tone**
- **Responses**
- **Reasoning**

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***De-escalation of a Resident Who is Agitated – Nurse Aide’s Role (4)**

- Trust instincts – if de-escalation is not working, the nurse aide should STOP and calmly call for help

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***De-escalation of a Resident Who is Agitated – Nurse Aide’s Role (5)**

- Control the environment
- Look for meaning of the behavior
- Check for underlying causes
- Respond in person’s reality

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***Points to Remember (1)**

- Residents are more than a diagnosis
- Recognize that a person with a mental illness is an individual with a unique background and life experience
- Each resident diagnosed with a mental illness is different from other residents with same diagnosis

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***Points to Remember (2)**

- All behavior has meaning – looking for the meaning behind the behavior is key
- Resident may not be doing things on purpose
- Nurse aides can successfully handle situations when a resident is stressed and agitated by using proper communication skills

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***Points to Remember (3)**

- When unusual or inappropriate behavior escalates resident may be a danger
- Nursing care plan includes specific details
- Important tool is de-escalation
- Great day-to-day relationships are at the heart of de-escalation

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