



**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**

# Mental Health and Mental Illness Treatment

- **Medication**
- **Psychotherapy**
- **Cognitive behavioral therapy**



# **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**

# 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**

# 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**

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

- **Eye contact**
- **Attitude**
- **Tone**
- **Responses**
- **Reasoning**

# 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**

# 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**

# 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**

## 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**



## 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**