



# Tools For Everyone

## Center for Behavioral Medicine

Kellie Sullivan

Robert H. Schneider

Denise Thomas

# Center for Behavioral Medicine

- Previously Western Missouri Mental Health Center
- 3 Inpatient Units
  - 2 Long Term Inpatient Units
  - 1 Incompetent to Stand Trial (IST) Unit
- 6 Group Homes
  - 3 Waiver Group Homes
  - 2 Mental Health Group Homes
  - 1 Apartment Complex

# Center for Behavioral Medicine

- Clinical Staff
  - Nurses
  - Doctors
  - Psychiatric Technicians
  - Recreational Therapists
  - Psychologists
  - Social Workers

# Center for Behavioral Medicine

- Non Clinical Staff with Regular Client Contact
  - Security
  - Environmental Services
  - Dietary
  - Transportation

# Center for Behavioral Medicine

- Non Clinical Staff with Limited Client Contact
  - Accounting
  - Cashiers Office
  - Receiving/Central Stores
  - Administration
  - Office Support Staff
  - Staff Development
  - Medical Records
  - Gift Shop Volunteers

# Tools for Security Staff

- Security officers are a part of the Pro-ACT model of response and due to their interactions with the patients often are sought out by the patients as the person whom they will work with as they deescalate.
- Tools provides the Security staff with the fundamentals to interact in a positive manner with the patients during oftentimes tension filled episodes.
- While the clinicians are in charge, Security often ends up in this lead contact role. Tools training provides them with the framework for successfully resolving these incidents as well as being able to help to redirect a situation before it escalates.

# Tools for Accounting Staff

- Tools can be used by anyone, clinical or not. There are situations that need “diffusing” no matter where you are. I have used it quite a few times when it comes to redirection of an employee that would like to focus on junk behavior. I have really tried to praise and give positive reinforcement to the good behavior and ignore and redirect the junk behavior.
- Setting expectations is another good tool that I try and use, and it can be used by supervisors and underlings as well. As a supervisor I can set expectations for both myself and my employees and any employee can set expectations for themselves. No one needs to impress me as my employee, but they can set expectations for themselves and know they are doing a job well.
- Asking someone about their day and truly listening also makes a big difference. Also, trying not to “fix” everything was a big help for me as I like to have things done, but I know that not everyone will do it on my schedule. Giving someone a task and a time frame, and then letting them do it without hovering – and then remembering to recognize the “good” behavior helps to make happy employees, clients, and people in general.

# Business Office

- After going through an abridged tools training, I realized that I could very easily use some of these skills in my professional world.
- The main point I use is pivoting. I have a staff of 12 that I am responsible for. Most work very well independently, but at any given time between 25-30 % of the staff need to interrupt myself and my assistant several times a day. No matter how much we had asked them to keep communication to necessary needs, they seemed to think we were not talking about their interruptions. What I found with using pivots, is that several have realized that just because we are not talking doesn't mean my assistant or I are not trying to complete some critical work. I have noticed that the number of interruptions per day have begun to decrease from the worst offenders. Also, they are more patient waiting silently while we finish what we need to do. Sticking one finger in the air and saying, "Can you hold that thought while I finish what I need to do?," can have amazing results.

• Kathy, Maritz CX

# Bringing Tools to Everyone!

- Culture Changes for the Agency
  - Increased Communication
  - Increased Respect for
    - Each Other
    - The Clients
  - Increasing Positive Behaviors of Employees
  - Decreasing the Junk Behaviors of Employees

# Stay Close Cool, Random and Routine

- What great things do staff do that we could reinforce and praise them for?
- How can we turn these into Stay Close CRR examples for our trainings?

# Junk Behaviors

- What Junk Behaviors do we often see from staff that cause problems for us or co-workers?
- How can we include these into our Pivot training?

# Stay Close Hot

- What Hot situations do we see at work from employees or might make a hot situation?
- How can we include these into our trainings?

# Conclusion

- Important to use client scenarios in trainings as most of our staff work with clients.
- Also important to encourage scenarios that our staff might encounter with each other to encourage people to use Tools with coworkers as well.