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A Summary of Findings: Literature Reviews on Crisis Telephone Services and Psychiatric Screening and Assessment

Robert E. Brown

*Associate Director for Community Engagement
University-Community Partnerships*

Ellen Hayse

*Research Associate
University-Community Partnerships*

Mercedes Carswell

*Graduate Student
Department of Psychology*

**Common Ground Sanctuary Board Retreat
January 14, 2005
Pontiac, Michigan**

The Foundation for Conducting Crisis Intervention

“A relatively minor force, acting for a relatively short time, can switch the balance to one side or another, to the side of mental health or to the side of mental ill health.”

Caplan, 1961

Best Practices

- Refers to models of service delivery that have shown some effectiveness in accomplishing desired outcomes

Solution Focused Model of Crisis Intervention

1. Join with the caller
2. Elicit caller's definition of the problem
3. Elicit caller's desired outcome goal
4. Identify solutions
5. Develop and implement an action plan
6. Conduct termination and follow-up

Robert's 7-Stage Model of Crisis Intervention

1. Plan and conduct assessment
2. Establish rapport and relationship
3. Identify major problems
4. Deal with feelings and emotions
5. Generate and explore alternatives
6. Develop and formulate action plan
7. Follow up on plan and agreement

Common Ground Sanctuary

Steps Toward Crisis Intervention

1. Determine the type of crisis
2. Establish rapport
3. Explore and clarify
4. Label + reflect feelings
5. Determine precipitating event
6. Identify supports
7. Review past problem-solving methods
8. Focus on central issue
9. Identify desired goal
10. Explore alternatives
11. Determine tasks to do for closure

Best Practices

- Best practices are founded on research and scientific evidence, consensus among experts, and quality improvement methods



Evaluation of the Psychiatric Assessment

Evaluation Procedure

- No single established set of screening tools, procedures, and protocols is agreed upon at the professional level
- Similarities and differences with Soreff and McDuffe's (1993) mental health documentation text, as well as related literature, were explored

Conclusions

- The Common Ground Emergency Psychiatric Screen appears to be consistent with best practices in psychiatric assessment determined by common practices and relevant scientific literature

Recommendations (Assessment)

- Assessment of gambling behaviors
- Inclusion of a validated cognitive screen
- Emergency psychiatric screening tools with structured clinical interview characteristics
- Section to identify languages the patient is familiar or fluent with
- Supplementing the substance abuse section with brief, validated substance use screen
- Inclusion of brief, validated screen for domestic violence

Recommendations (Guiding the Interview)

- The extent to which the patient identifies with ethnic culture and takes part in cultural traditions
- Past suicidal ideation
- Access and means to carry out the suicide plan
- Utilizing a line of questioning based on the Crisis Triage Rating Scale if faced with an unclear disposition decision
- Peer relations – ages of the child's friends and a comparison of school and neighborhood friends
- Caregivers' ability to monitor the child
- How well the child gets along with primary caregiver(s)



Evaluation of Decentralized Assessment Centers

Evaluation Procedure

- National Association of State Mental Health Program Directors Research Institute
- Surgeon General's report on evidence-based best practices
- Overview of crisis screening services in similar sized counties across the Midwest
- Overview of crisis screening services among the counties in Michigan

Conclusions

- Walk-in clinics such as the Crisis Screening Unit are preferable to emergency rooms when completing crisis screening and assessments
- The Crisis Screening Unit is one of the few locations available 24 hours, which provides consistency to consumers and other professional organizations (e.g. hospitals, police departments)

Conclusions

- A survey of assessment practices in similar sized counties, with the literature that exists, suggests that having a centralized gate-keeping screening unit located outside of a hospital appears to be in best practices for mental health crisis evaluations and referrals

Overall Evaluation

- The Oakland County Community Mental Health Board is providing effective and quality care, within best practices, through its contract with the Common Ground Crisis Screening Unit



Contact Information

University-Community Partnerships

University Outreach & Engagement
Michigan State University
Kellogg Center, Garden Level
East Lansing, Michigan 48824-1022

Telephone: (517) 353-8977
FAX: (517) 355-4565
Email: partners@msu.edu

Robert E. Brown

Associate Director for Community Engagement
University-Community Partnerships
E-Mail: brownr23@msu.edu

Mercedes Carswell

Graduate Student
Department of Psychology
E-Mail: carswel2@msu.edu

Ellen Hayse

Research Associate
University-Community Partnerships
E-Mail: hayse@msu.edu
