

# **Behavioral Health Crisis**

- Situational crisis
- Psychiatric illness/medications
- Injury to self or threats to others
- Medic alert tag
- Substance abuse / overdose
- Diabetes

#### Signs and Symptoms

- Anxiety, agitation, confusion
- Affect change, hallucinations
- Delusional thoughts, bizarre behavior
- Combative violent
- Expression of suicidal / homicidal thoughts

#### **Differential**

- Altered Mental Status
- Alcohol Intoxication
- Toxin / Substance abuse
- Medication effect / overdose / withdrawal
- Depression
- Bipolar (manic-depressive)
- Schizophrenia
- Anxiety disorders

Call for help Call for additional resources Stage prior to arrival

Wthdraw from scene until safe

Screen patient for weapons Screen for scene safety

Assess for underlying medical or traumatic condition causing behavioral disturbance

#### Age Appropriate Protocol(s)

#### Establish rapport

- Genuine respect for feelings / circumstances
- Active listening
- Eye contact and at meet at eye level

#### Create a quiet and safe environment

- Only 1 provider talks to patient to limit stimuli
- Decrease unnecessary stimuli

#### Identify major problem or crisis

- "What happened to upset you?"
- "How are you feeling right now?"

### Assess for suicidal and/or homicidal thoughts

#### Identify major problem or crisis

- "What happened to upset you?"
- "How are you feeling right now?"

1 - Difficult or unable to wake

2 - Asleep, but responds normally to verbal or physical stimuli

**BARS** 

- 3 Drowsy, appears sedated
- 4 Quiet and awake (normal activity)
- 5 Overt activity (physical or verbal) Agitated but not disruptive
- 6 Extremely or continuously active, Agitated, disruptive, but not violent
- 7 Violent, requires restraint Agitated and violent

Behavioral Agitation / Sedation Guide **UP 18 Excited Delirium** Syndrome / Violent **UP 19** Age Appropriate Protocol(s)

Exit to

Evaluation and Screening Mental Health and Substance Use Protocol CIT Paramedic Only if available Page 3

Assess and score: BARS

**Behavioral Activity Rating Scale** 

Triage and Alternative Destination Mental Health / Substance Abuse if available Page 3

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**Notify Destination or Contact Medical Control** 



## **Behavioral Health Crisis**

**Universal Protocol Section** 

#### **Pearls**

- Recommended Exam: Mental Status, Skin, Heart, Lungs, Neurologic status
- Crew / responders safety is the main priority. Call for assistance, stage, or withdraw from scene if necessary.
- Law Enforcement:

Any patient who is handcuffed or restrained by Law Enforcement and transported by EMS, must be accompanied by law enforcement during transport.

Patient should not be transported with upper extremities hand-cuffed behind back as this prevents proper assessment and could lead to injury.

Consider multidisciplinary coordination with law enforcement to approach verbal de-escalation, restraint, and/or take-down restraint procedure.

- Maintain high-index of suspicion for underlying medical or traumatic disorder causing or contributing to behavioral disturbance. Medical causes more likely in ages < 12 or > 40.
- General communications techniques
  - Ask Open-ended questions (questions that cannot be answered with a yes/no)

"Tell me how we can help you?" "What caused you to call 911 today?"

Active listening (stay engaged, be able to summarize patient's story, use your body language to convey listening)

Eye contact, nodding your head, periodically repeating back part of patient's story

Encouraging (remain positive, convey interest in patient's crisis)

"Tell me more about that..."

Clarifying questions (ask patient to rephrase or repeat if you don't understand)

"I'm not sure I understand, can you...?"

Emotional labeling (naming emotions patient is demonstrating, validating emotions

"You look upset." "You seem angry."

Conversational pause (okay to allow a period of silence for patient to process information)

Behavioral health disturbance incidents are increasing and commonly involve the following:

Substance misuse Psychosis

Depression / Anxiety / Stress Reactions / Bipolar Schizophrenia or schizophrenia-like illness

Restraints:

All patients who receive either physical or chemical restraint must be continuously observed by ALS personnel on scene or immediately upon their arrival.

Do not position or transport any restrained patient is such a way that could impact the patients respiratory or circulatory status.

• Maintain high-index of suspicion for medical, trauma, abuse, or neglect causes:

Hypoglycemia, hyperglycemia, overdose, substance abuse, hypoxia, head injury, shock, sepsis, stroke, etc. Domestic violence, child or geriatric abuse/neglect.

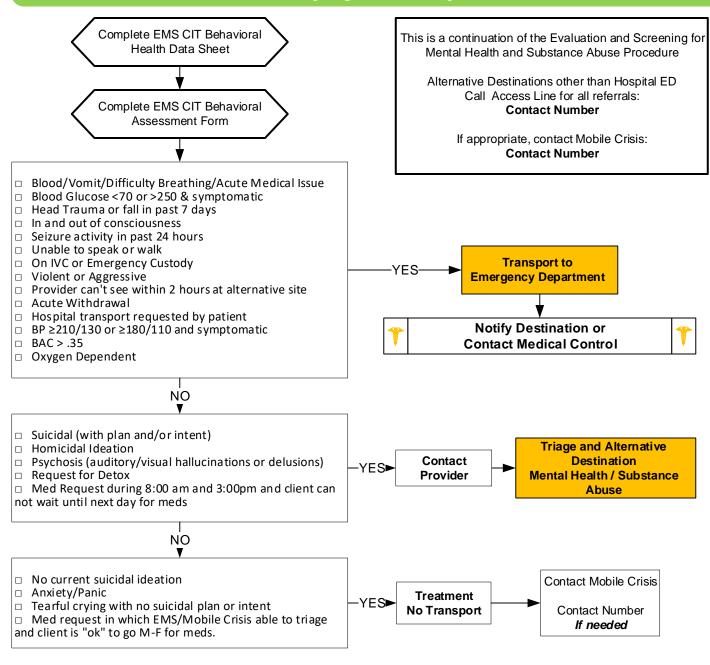
Extrapyramidal reactions:

Condition causing involuntary muscle movements or spasms typically of the face, neck and upper extremities. May present with contorted neck and trunk with difficult motor movements. Typically an adverse reaction to antipsychotic drugs like Haloperidol and may occur with your administration. When recognized give **Diphenhydramine 50 mg IV / IO / IM / PO** in adults or **1 mg/kg IV / IO / IM / PO** in pediatrics.

May add page 3 to protocol for specific for local mental health and / or substance misuse resources or destinations.



# Behavioral CIT Paramedic (Optional)



#### **Alternative Destinations / Crisis Providers For Centerpoint**

County				
Resource Agency		Resource Agency		Resource Agency
Hours of Operation		Hours of Operation		Hours of Operation