



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**
- **Eye contact**

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

- **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**