

Crisis Intervention Session 1

Janet Lee Bachant PhD Zheng Dao Center 证 道 心 理



Crisis Intervention: First Aid for Mental Health

- Crises are inevitable if not predictable
- A crisis is a threat, event or experience that exceeds the person's resources and coping mechanisms
- Typically, crises produce disorganization and disequilibrium



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During disasters, rebuilding infrastructure often overshadows the emotional needs of people experiencing terror and loss

(Benveniste, 1999)



Characteristics of Crises

Helplessness, feelings of being overwhelmed, regression, inability to function, sleeplessness, nightmares, flashbacks, confusion

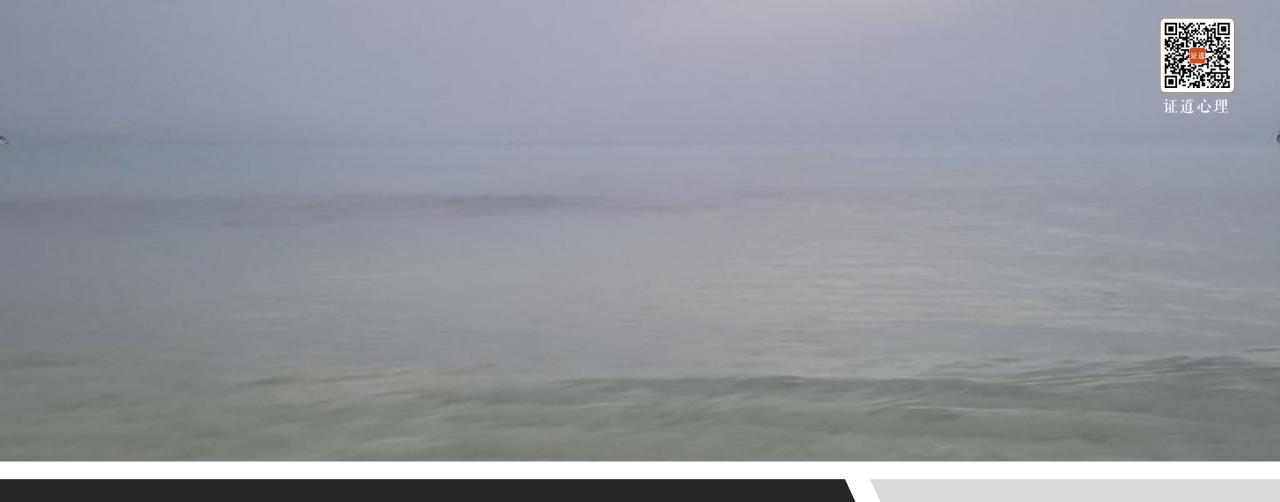
Inability to return to one's normal state



Crises present us with the need to choose; Inaction is a choice often with negative results; Choosing contains the seeds of growth



Crises embody danger but they also carry opportunity



There are no quick fixes



Psychological crisis: when a traumatic event overloads a person's capacity to cope (Benveniste, 1999)

- Some events commonly precipitate psychological crisis reactions. These include physical assaults, torture, rape, automobile accidents, intense personal losses, and natural catastrophes such as earthquake, fire, contagion and flood.
- ACUTE STRESS DISORDER -- characterized by feelings of intense fear, helplessness and horror, emotional numbing, a lack of emotional responsiveness, a feeling of detachment, reduced awareness of surroundings, a sense of unreality or amnesia.
 People suffering an Acute Stress Disorder may feel anxious, excitable, agitated, distressed, despairing, irritable, or hopeless.
- Symptoms of Acute Stress Disorder will typically diminish or disappear entirely within 30 days.



Posttraumatic Stress Disorder

- ACUTE POSTTRAUMATIC STRESS DISORDER: When acute stress disorder symptoms last one to three months
- CHRONIC POSTTRAUMATIC STRESS DISORDER: When acute stress disorder symptoms last more than three months
- Untreated Posttraumatic Stress Disorder symptoms can persist and have serious effects on a person's life.



Elements of a Crisis Sequence (James, 2008)

- 1. A specific identifiable, stressful, precipitating event
- 2. The perception of the event as meaningful and threatening
- 3. Disorganization or disequilibrium response resulting from the event
- 4. Coping and intervention tasks are involved in resolution; these actions may be adaptive or maladaptive

Goals of Crisis Intervention

(Stevens and Ellerbrock 1995)

- 1. To identify, assess and intervene
- 2. To return the person to his or her prior level of functioning as quickly as possible
- 3. To lessen any negative impact on future mental health





FIRST CONTACT

(Benveniste, 1999)

- Have a checklist for basic information
- Set patient at ease
- Encourage person to talk
- Listen for what the problem is from their point of view
- Refer to appropriate programs or agencies
- Assess for medical issues

Sample Checklist

(Benveniste, 1999)

 Name of patient Age Address Family members Physical illness or injury Medications Time of last meal Date of last counseling



Guidelines for Crisis Workers

(Benveniste, 1999)

- Counselors Need to Take Care of Themselves and Each Other
- Remember to Think Clearly
- Counselors Need to Set Priorities
- Work Collaboratively
- Leave the private practice model behind
- Remain Flexible When Working in a Crisis



- The time it takes for people to seek help varies greatly
- Always explore the meaning a patient gives to a crisis situation; do not take meaning for granted
- Inquire in an open-ended way about the client's experience

No Crisis is the Same

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Janet Bachant

创伤治疗顶尖专家

纽约精神分析中心督导师纽约灾难咨询联合会主席



主体间心理治疗 ^{理论与个案演示十二讲}

Peter Buirski

主体间学派临床大家

45年心理治疗与教学经验 丹佛大学心理学研究生院荣誉院长 《主体间性心理治疗》作者