

# Principles and Skills of Mental Health Care

## Chapter 8

# Learning Objectives

## Lesson 8.1: Principles and Skills of Mental Health Care

(Slide 1 of 3)

1. Describe three characteristics of a mentally healthy adult.
2. Explain how the phrase “do no harm” applies to mental health care.
3. Apply the seven principles of mental health care to client care.
4. Identify the four components of any behavior.

# Learning Objectives

## Lesson 8.1: Principles and Skills of Mental Health Care

(Slide 2 of 3)

- 5. Summarize the primary purpose of, and six guidelines for, providing safe and effective crisis intervention.
- 6. Illustrate how setting limits helps to provide consistency for mental health clients.
- 7. Describe how failure contributes to the development of insight.
- 8. Identify ways to prevent overinvolvement and codependency.

# Learning Objectives

## Lesson 8.1: Principles and Skills of Mental Health Care

(Slide 3 of 3)

- 9. Discuss the importance of personal and professional commitments.
- 10. Describe four techniques for developing a positive mental attitude.
- 11. List ten principles for nurturing yourself and other caregivers.

# The Mentally Healthy Adult

- Health is a changing state that is influenced by genetics, behavior, and the environment
- Mental health reflects changing status as the stresses of life are encountered
  - Mentally healthy adults are content with who they are and where they are in life
  - Mentally healthy adults are persons who can cope with and adjust in an acceptable way to the recurrent stresses of daily living

# Mental Health Care Practice

- Practicing the principles of mental health care is the responsibility of all health care providers
  - Every caregiver helps clients cope with their problems
- No matter how casual a client may appear, a heightened stress level is present every time interactions with health care providers take place

# Seven Principles of Mental Health Care

- Do NO harm
- Accept each client as a whole person
- Develop a mutual trust
- Explore behaviors and emotions
- Encourage responsibility
- Encourage effective adaptation
- Provide consistency

# Do No Harm

- The care provider has a responsibility to protect clients
- No matter what the circumstances, avoid any action that may result in harm to your client
- The “do no harm” principle also relates to the “reasonable and prudent nurse (caregiver)” concept found in U.S. law



# Accept Each Client as a Whole Person

- Differences do not have to be understood, but they must be accepted
- Holistic health care is based on the concept of “whole”
- Viewing clients holistically also involves acceptance of their lifestyles, attitudes, social interactions, and living conditions

# Develop Mutual Trust

- Trust implies cooperation, support, and willingness to work together
- For care providers, the concept of trust holds much importance
  - Trust is the foundation of therapeutic relationships
- Trust between client and caregiver involves three concepts: Caring, empathy, and advocacy

# Explore Behaviors and Emotions

- Every behavior serves a purpose and has meaning
  - Behavior consists of perceptions, thoughts, feelings, and actions
- By sharing perceptions, the health care provider can help clients see how their behavioral messages are being received by other people

# Encourage Responsibility

- Responsibility implies that a person is able to exercise capability and accountability
- Encouraging responsibility helps build self-worth, dignity, and confidence, and assists clients in learning more successful coping behaviors
- Nurses and other professionals plan and implement specific interventions designed to help clients achieve their highest possible level of responsibility

# Encourage Effective Adaptation

- All mental health clients exhibit unsuccessful coping behaviors
- Mental health care providers encourage the following:
  - One step at a time
  - Crisis intervention
  - Learning of coping mechanisms
- Recovery begins when attempts to cope with the problem result in success

# Crisis Intervention

- Care is needed immediately
- Control
- Assessment
- Client's disposition is determined
- Referral
- Follow-up

# Provide Consistency

- Consistency of a behavior implies being steady, regular, and dependable
- Consistency usually is addressed in the client's plan of care
- Guidelines for providing consistency involve setting limits and focusing on the positive changes that clients are making

# Skills for Mental Health Care

- Caregivers act as role models for good mental and physical health; they serve as therapeutic instruments
- The caregiver's approach to clients must be monitored and adjusted continually
- The caregiver must convey “a consistent, thoughtful effort directed toward developing an awareness of self and others”



# The Caregiver's Self-Awareness

- Self-awareness is the ability to objectively look within
  - Allows individuals to direct and mold the pattern of their lives
  - To be in charge of their own growth and development
- The caregiver who encourages self-awareness must practice self-awareness

# Caring

- Caring is concern for the well-being of another person
- Empathy is the ability to recognize and share the emotions of another person without actually experiencing them
- Behaviors associated with caring include:
  - Accepting
  - Comforting
  - Being honest
  - Listening attentively
  - Having sensitivity

# Insight

- Insight is the ability to see clearly and understand the nature of things; it relies on common sense, good judgment, and prudence
- Self-awareness is developed through the practice of introspection
- Knowledge breeds competence, and from competence grows confidence to provide the best possible care

# Risk-Taking and Failure

- Risk-taking implies the possibility of failure
- Failure provides the opportunity for change
- We grow from our failures
- One fails only when one refuses to grow from the experience

# Acceptance

- Acceptance means receiving the entire person and the world in which he or she functions
- Accepting clients does not necessarily include approving of their behaviors
- As care providers, we must accept the entire person

# Boundaries and Overinvolvement

- Professional boundaries:

- Must be defined by caregivers
- Are crossed when caregivers become too helpful or controlling
- Must be balanced because one cannot focus on the client and the self at the same time

- Compassion, empathy, and acceptance are vital elements of health care, but they must be balanced by professionalism, judgment, and therapeutic actions that meet client needs

# Commitment

- Caregivers must be committed to providing competent health care, no matter what the setting or circumstances
- Self-commitment involves a promise to do the best you can in every situation and to be the best that you can be

# Positive Outlook

- Focusing on the positive aspects of a situation leads to a greater chance of success
- One tool for developing self-awareness is a positive or optimistic attitude
- Positive attitudes and thoughts can act as buffers against stress and conflict



# Developing a Positive Attitude

- Listen to your self-talk
- Change recurrent negative themes
- Be your own cheerleader
- Visualize future successes
- Act the part

# Nurturing Yourself

- Recognize and tend to your own needs
- Encourage development
- To effectively care for your clients, you first must nurture yourself

# Questions?