

# **RWIP with Eden Mental Health Centre**

**Nonviolent Crisis Intervention Skills Training**

**2021-2023**

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**JULY 20**

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**Eden Mental Health Centre**

**Authored by: Lindsey Sigvaldason**



# RWIP with Eden Mental Health Centre

## Nonviolent Crisis Intervention Skills Training

### Project Overview

Eden Mental Health Centre sought to pursue the best practice interventions that would support staff and patients in the safest care environment possible by preparing staff with the skills required to support specialized intervention during expressions of anger and hostility displayed by patients. Best practice indicates standardized methods of de-escalation and intervention strategies allow staff to offer an effective approach in difficult situations for reducing physical and psychological harm, experienced by both the staff and the individual. The Crisis Prevention Institute offers accredited, standardized training specifically to address the needs of staff supporting individuals with complex mental health needs. This standardized training has the ability to prepare staff to identify signs of escalating distress, intervene meaningfully promoting de-escalation and determine when safe physical intervention is necessary.

The Research and Workplace Intervention Program (RWIP) funded by the Workers Compensation Board of Manitoba supported Eden Mental Health Centre in pursuing CPI's Nonviolent Crisis Intervention Skills Training allowing for staff to develop and build upon the best practice skills interventions that aim to reduce rates of physical and psychological injury, to both staff and patients. The RWIP funding allowed for Eden Mental Health Centre staff to benefit from these increased safety skills, as well as allowed for the initiation of collaborative skills building with community stakeholders.

Pursuing increased staff safety is a long-standing goal of Eden Mental Health Centre. This project supported by the RWIP is intended to continue long-term and adapt to the staff needs as clarity of effectual intervention, transferability of skills and implementation of knowledge develop. The project can be successfully initiated with the assistance of the WCB funding, and indefinitely supported through Eden Mental Health Centre's initiatives.

### Implementation

Eden Mental Health Centre's Nurse Educator completed instructor certification training with CPI in May of 2021. Due to the complications of Covid-19 restrictions and ensuing staffing shortages this training and training within the Centre was intermittently disrupted and or delayed throughout the initial phases. Incorporating affiliated programs also expanded the initial timeline due to shared employers and the ensuing meetings and discussions about supporting collaboration.

Nonviolent Crisis Intervention Skills Training began at Eden Mental Health Centre with the first class in October of 2021. NCI was deemed mandatory annual training across Eden Health Care Services and made available to all affiliates of the Regional Health Authority. Security and Police services were engaged, leading to eventual security involvement and an entirely developed program with local police services.

At the time of this report Eden Mental Health Centre has offered and completed eight courses of Nonviolent Crisis Intervention, as well as one refresher course thus far. Figure 1.0 depicts the employer and profession of those who attended these courses, along with the number of participants from each category.

Figure 1.0

EMPLOYER	PROFESSION	POSITION	AMOUNT
Eden Mental Health Centre	Registered Nurse/ Registered Psychiatric Nurse	Inpatient Nurse II	23
Eden Mental Health Centre	Registered Psychiatric Nurse	Inpatient Nurse III CRN	1
Eden Mental Health Centre	Registered Psychiatric Nurse	Outpatient Nurse III CRN	1
Eden Mental Health Centre	Health Care Aide	Psychiatric Nursing Assistant	14
Eden Mental Health Centre	Social Work	Inpatient Social Work	2
Eden Mental Health Centre	Occupation Therapist	Inpatient Occupational Therapist	1
Eden Mental Health Centre	Paraprofessional	Cook & Cook Aid	3
Eden Mental Health Centre	Administrative	Quality Lead	1
Eden Mental Health Centre	Paraprofessional	Security	6
Eden Mental Health Centre	Paraprofessional Admin	Ward Clerk	1
Winkler Police Services	Police Officer	Sergeant – Regional Crisis Negotiation Unit	1
SH-SS	Registered Nurse	Mental Health Liaison Emergency Nurse	3
EHCS- Linden Place	Paraprofessional	Residential Care Worker	6
EHCS	Social Work	Community Wellness Worker	1
EHCS- CV4	Paraprofessional	Housing Support Worker	3
EHCS- Linden Place	Social Work	Housing Manager	1
C.W. Wiebe Medical Centre	Social Work	Shared Care Mental Health Clinician	1
Brandon University	In-progress	Psychiatric Nursing Student	2

## Evaluation

Determining the best methods of evaluating the efficacy of this training program proved difficult. The ever-changing patient admission results in periods minimal need for distress interventions, alternating with periods wherein due to the nature of the illness's upon admission significant interventions were required. Alongside this data subset is the end user reporter discrepancy. Dependent upon staff interpretation, incidents were reported at times and not at others, such incidents objectively present similarly categorized.

The attempts to formulate meaningful data pathways resulted in policy and procedure changes as well as the addition of incident reporting education coupled into the Nonviolent Crisis Intervention Courses. Use of this program also brought to light the failings of the defusing and debriefing process's in place to support psychological health and well-being post event. This information lead to re-initiation of dormant practices and a bolstering of them. The efficacy of these adaptations to practice are best captured in a qualitative data subset. Though workplace health and safety survey's went out in this period, these staff perceptions also included the feelings and stresses of the Covid-19 period, where the potential for skewed data due to extraneous variables existed.

Beyond the Eden Mental Health Centre employees, no such data collection could exist for those of a separate employer base, beyond Workplace Health and Safety discussions at those specific sites, use of flowsheet data collection and even incident reporting procedures were limited.

Feedback surveys were gathered from every participant following each class. These surveys reflected all 71 participants either *Strongly Agreed* or *Agreed* this education was relevant to their profession. All participants also *Strongly Agreed* or *Agreed* this education will be useful in their workplace.

Figure 2.0 depicts all abusive/aggressive occurrences as well as incidents of seclusion and restraint. This data supports the introduction of Nonviolent Crisis Intervention Training and the long-term implementation of these skills has improved incidents of seclusion, which often lead to staff and patient injury.

Figure 2.0

Incidents of Aggression and Intervention				Abusive/Aggressive Occurrences Breakdown		
Fiscal Year April 1 - March 31	Seclusion Incidents	Restraint	Abusive / Aggressive Occurrences	Code White	Police Assistance	Involved Staff
2019 - 2020	157	2	25	1	2	19
2020 - 2021	275	1	19	2	0	15
2021 - 2022	284	2	28	1	0	14
2022 - 2023	225	2	21	1	1	11
2023 - June 30	30	0	0	0	0	0

## Project Conclusion

The ability to support this training across different work areas, professions and programs allowed for the growth of collaborative relationships. This growth led to further education opportunities supporting safety both in facility and increased safety for both staff and service users seeking emergency supports. The team dynamic that has grown from this education was not foreseen in the initial goals of the implementation, though is a highly beneficial result.

Staff have reported on numerous occasions a far more functional team dynamic when presenting to escalated patients, resulting in safer and more effective interventions. The team's ability to maneuver distressed patients to places of safety presents far more cohesive with reduced rates of injury. The use of tools such as the seclusion chair versus attempts at walking individual at a level of distress no longer safe to move has increased, reflecting positive outcomes for both parties. Though this form of seclusion may be necessary at times, it carries significantly less risk than attempting to physically assist distressed individuals' long distances to safe rooms.

Implementation of updated or new policies and procedures as it relates to safe rooms, seclusion, restraint chair, and staff defusing and debriefing was completed in large part due to participant feedback during Nonviolent Crisis Training. These changes have supported the staff in developing improved practice.

Winkler police services partnered with Eden Mental Health Centre following one sergeant's attendance at a course to develop a police specific education series, which was taught to all town police across Southern Manitoba. This education series fueled officer knowledge of mental illness, addictions, and effective communication methods with individuals experiencing this form of distress. Work with Winkler police and surrounding services continues, with the aim to develop effective and informed community relationships with those who support and enforce the Mental Health Act of Manitoba, ensuring our patients are best supported by informed individuals. This intervention allows patients to better present to inpatient supports, less agitated, and less inclined to engage in physically dangerous actions with staff.

The safety of both staff and service users have been and will continue to be well supported by this program. Eden Mental Health Centre is very grateful for the funding support to initiate and implement CPI's Nonviolent Crisis Intervention training, this continued education supports a safe and healthy work environment. Two full courses are planned for the fall of 2023 as well as two refresher courses. Courses will continue to be planned and offered to all staff of Eden and affiliates.