MOA LEARNING SESSION:

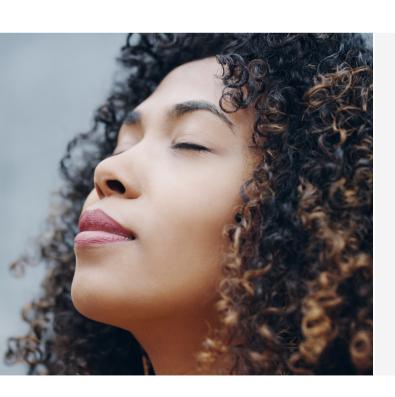
Skillfully Responding to Distress

December 2, 2023 Event Summary

On December 2, 18 MOAs and office managers gathered at the SND Division office to build their skills in working with difficult patients and caring for themselves during and after these difficult encounters.

Session goals were:

- To learn de-escalation skills during a challenging patient encounter.
- To learn how to respond appropriately in stressful MOA situations.
- To learn how to manage our own self-care after a challenging patient encounter.
- To foster a sense of safety and connectedness amongst MOA attendees.



100% of participants learned new skills to help better support patients in distress



KEY LEARNINGS

A facilitator from Crisis Centre BC shared a presentation and led a case study discussion about working with people in distress.



View Presentation Slides



The nervous system response to distress

- Hypoarousal, hyperarousal and optimal level of functioning
- · Factors that affect distress include internal and external factors, previous experiences, traumatic events and more
- Stress response can affect multiple systems: brain, gut, immune system and more



Responding to distress

- STOP: Stop and pause, take a few breaths, observe yourself and the situation, proceed thoughtfully
- Trauma-informed approach: offer presence, not solutions; validate; accept unpredictability
- De-escalation: safety, validation, planning
- Support yourself: set boundaries, notice your needs and reactions, remember you can't solve everything



STOP





Empathy () It's Not About the Nail



SESSION EVALUATION

Session highlights included boundarysetting, learning how the brain responds to distress, and developing de-escalation tools.

100%

Learned new ways of taking care of their own mental health (self-care) when in a state of distress.

Have a better understanding of how to set boundaries using the "Yes, and" approach.

100%

Felt more connected or much more connected to other MOAs in the community as a result of Felt more connected or much more connected