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CRISIS INTERVENTION

INTRODUCTION

Any stressful event or hazardous situation has the potential for precipitating a crisis. The event or situation that comes at the end of the series of stressors may be minor making the situation more than the individual can handle. A crisis differs from stress in that a crisis results in a period of severe disorganization resulting from the failure of individuals usual coping mechanism or the lack of usual resources or both.

According to the Taylor 1982 “Crisis is a state of disequilibrium resulting from the interaction of an event with the individual’s or family’s coping mechanisms , which are inadequate to meet the demands of the situation combined with the individual’s or family’s perception of the meaning of the event.

Definition

Crisis as A dramatic emotional or circumstantial upheaval in a personal life and a stage in a sequence of events at which the trend of all future events ,especially for better or determined, a turning point.

TYPES OF CRISIS

There are three types of crisis

- (1)Maturational or developmental crisis
- (2)Situational crisis
- (3)Adventitious crisis

(1) DEVELOPMENTAL CRISIS

- Developmental crisis (also referred to as maturational or internal crisis) may occur at any transitional period in normal growth and development.
- The transitional periods where individuals move into successive stage often generate disequilibrium.
- Individuals are required to make cognitive and behavioural changes that accompany development, precipitate factors are normal stress of development (eg. adolescence Retirement ,marriage and parenthood)

(2)SITUATIONAL CRISIS

- A situational crisis (sometimes called accidental or external crisis) is a response to a sudden and unavoidable traumatic event that largely affects a person's identity and roles.
- Examples of events that can participate situational crisis are sudden traumatic event.(eg.unexpected job loss ,serious car accidents,ioss of spouse,academic failure,birth of a child with a disability or diagnosis with a chronic or terminal illness) affects how people perceive themselves.

(3)Adventitious crisis (social crisis)

- Social crisis is accidental, uncommon and unanticipated and result in multiple losses and radical environmental changes.
- An adventitious crisis occurs outside the person precipitate by an unexpected event. (eg.Natural disaster,fires,floods,war etc.)
- This type of crisis is unlike maturational and situational crisis because it doesn't occur in the lives of all people.
- These crises affect many people who experience both acute and post traumatic stress reaction.

CRISIS INTERVENTION

Crisis intervention refers to the methods used to offer immediate, short term help to individual who experience an event that produces emotional, mental, physical and behavioural distress or problems.

A crisis can refer to any situation in which individual perceives a sudden loss of his or her ability to use effective problem solving and coping skills

Goals of crisis Intervention

1. To decrease emotional stress and protect the crisis victim from additional stress.
2. To assist the victim in organizing and mobilizing resources or support system to meet unique needs and reach a solution for the particular situation that precipitated the crisis.

AIMS

To assist the individual in recovery from the crisis and to prevent serious long term problem.

PURPOSE

- To help the individuals return to their level of functioning before the crisis. □ Physical and behavioural reaction to a crisis.
- To reduce the intensity of an individual's emotional, mental,

REQUISITES FOR THE EFFECTIVE CRISIS INTERVENTION

In addition to being nonjudgmental, flexible, objective, empowering, supportive, following are considered to be essential requisites for service providers to enable and individual to a journey from a vulnerable crisis .

- Provide the individual with the opportunity to communicate by talking less.
- Ability to listen in an attentive manner
- Ability to create trust via confidentiality and honesty
- Maintaining good eye contact, posture and appropriate social distance if in a face to face situation
- Pleasant, interested, intonation of voice.
- Being attentive to verbal and non verbal cues.

- Checking out sensitive cross-cultural factors.
- Asking permission, never acting on assumptions.
- Asking open ended questions.
- Remaining undistracted, open honest, sincere.

LENGTH OF TIME FOR CRISIS INTERVENTION

- The length of time for crisis intervention may range from one session to several weeks, with the average being four weeks
- crisis intervention is not sufficient for individuals with long standing problems and it may range from 20 minutes to 2 or more than 2 hour

PLACE OF INTERVENTION

It can take place in a range of setting such as hospital emergency room, counselling centres, mental health clinics school and social service agencies and crisis centres

KEY ELEMENT OF MANAGEMENT

- Management will depend on the severity and causes of the crisis as well as the individual circumstances of the patient
- Many relatively minor crises can be managed by providing friendly support in primary care without referral..
- Involvement of family and other key social network very important.
- Crisis therapy includes short term behaviour/ cognitive therapy and counselling.
- However more severe crisis will require referral to counsellors or the local mental health team.
- The risk of suicide and selfharm must be assessed at presentation and each review
- Therapy should be relatively intense over a short period and discontinued before dependence on the therapist develops.
- The aims of treatment are to-
- Avoid maladaptive coping strategies eg. Self harm
- Help to solve problems

- Reduce distress
- Improve problem solving strategies

TECHNIQUES OF CRISIS INTERVENTION

Clarification: Encouraging the patient to express more clearly the relationship between certain events.

Catharsis: The release of feelings that takes place as the patient talks about emotionally charged areas.

Reinforcement of behaviour: Giving the patient positive response to adaptive behaviour.

Suggestion: Influencing a person to accept an idea or belief, particularly the belief that the nurse can help and that person will in time feel better.

Rising self esteem: Helping the patient regain feelings of self worth eg;- you are very strong person to be able to manage the family all the time.

Support of defences: Encouraging the use of healthy, adaptive defences and discouraging those that are unhealthy or maladaptive.

Exploration of solution: Examining alternative ways of solving the immediate problem.

PHASES OF CRISIS INTERVENTION

1. . Immediate crisis intervention OR Psychological first aid
2. Second phase
3. Third phase

IMMEDIATE CRISIS INTERVENTION

- It involves establishing a rapport with the victim, gather information for short term assessment and service delivery and averting a potential state of crisis.
- Immediate crisis intervention also includes caring for the medical, physical, mental health and personal need of the victim and providing information to the victim about local resources or services

The second phase of crisis intervention involves an assessment of needs to determine the service and resources required by the victim in order to provide emotional support to the victim. The purpose of second phase is to determine how the crisis affects the victim's life, so that a plan for recovery can be developed, allowing the victims to begin towards the future.

THIRD PHASE

- Recovery intervention helps victims re-stabilize their lives and become healthy again.
- It also involves helping the victim prevent further victimization from the criminal justice system or other agencies; the victim may come into contact with in the aftermath of victimization.

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STEP IN CRISIS INTERVENTION

- Aguilera (1982) lists four steps in the process of crisis intervention.

They are as follows:-

- Assessment
- Planning therapeutic intervention
- Implementing techniques of intervention
- Resolution of the crisis and anticipatory planning

ASSESSMENT

- The assessment process attempts to answer questions such as-
- What has happened? (Identification of problem)
- How serious is the problem?
- What is the cause?
- Who is involved?
- Precipitating factors (including who, what, when and where) of the situation.
- Onset of the crisis
- The crisis worker determines the following during the assessment process.

PLANNING THERAPEUTIC INTERVENTION

- The person should be involved in the choice of alternative coping methods.
- The needs and reactions of significant other must be considered

THERAPEUTIC INTERVENTION

- Therapeutic intervention depends on prelisting skills, the creativity and flexibility of the crisis worker and rapidity of the person's response.
- The crisis worker helps the person to establish an intellectual understanding of the crisis by noting the relationship between the precipitating factors and the crisis.

RESOLUTION AND ANTICIPATORY PLANNING

- During the evaluation phase or step of crisis intervention, reassessment must occur to ascertain that the intervention is reducing tension and anxiety.
- Assistance is given to formulate realistic plans for the future, and the person is given the opportunity to discuss how present experiences may help in coping with future crises
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MURRAY'S(1979) THERAPEUTIC TECHNIQUES WHILE PERFORMING CRISIS INTERVENTION

- Display acceptance and concern and attempt to establish a positive relationship.
- Therapeutic techniques for crisis intervention
- Help the person to confront the reality of the crisis by gaining an intellectual as well as an emotional understanding of the situation.
- Encourage the person to discuss present feelings, such as denial, guilt, grief or anger.
- Set limits on destructive behaviours.
- Clarify fantasies, contrasting them with facts .
- Avoid giving false reassurance.
- Explain that the person's emotions are a normal reaction to the crisis.
- Nursing intervention is evaluated and modified as necessary
- Assist the person in seeking help with everyday activities of daily living until resolute occurs.
- Emphasize the person's responsibility for behaviour and decisions.

