


2014 Great Plains
Disaster
Behavioral Health
Conference


Remember Ethics in Disaster Behavioral Health Response and Recovery

A Review of Ethical Considerations & Challenges in Providing Disaster Behavioral Health Services

Jim Harvey, LCSW July 25, 2014

Phone: 402-489-8760

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We Will Discuss:

Ethical Considerations

#1 - #13 + #14

The Brain: Organ of Mind


<p>The Adults In Charge need to get:</p> <p>People who have the Right knowledge & skills ... including ETHICS</p>	<p>Two Exercises</p> <p>We can not expect to say SOMETHING important ONCE and have people remember it.</p> <p>... like Disaster Crisis Counseling or Ethics</p>	<p>Use Long Term Memory to Recall the Ethics ...</p> <p>→ recall the RIGHT information,</p> <p>→ at the RIGHT time,</p> <p>→ in the RIGHT way,</p> <p>→ for the RIGHT reason,</p> <p>→ in order to make the RIGHT choice.</p>
<p>Do No Harm – Make a Positive Difference</p> <p>UNITASKING is treating the person with dignity and respect.</p> <p>A Thought From Will Rogers</p> <p>"You never get a second chance to make a good first impression."</p>	<p>Prompt yourself by saying:</p> <p>For "Unitask": Focus ... Attention ... "Now Hear This" (a Navy Phase)</p> <p>For "Unbiased Manner"</p> <p>"CYA" (Check Your Assumptions)</p> <p>Mindfulness (Be in the moment without judgement)</p>	<p>Short term memory FILTERS ... Judgement can be faced by unconscious negative bias.</p> <p>Yes, attend to safety... Maintain Situational Awareness ... At the same time ... Remember your assignment to serve the people impacted.</p>

Remember Ethics in Disaster Behavioral Health Response and Recovery

This statement leads naturally to these questions:

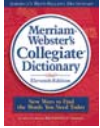
- What Are Ethics?
- What Is Disaster Behavioral Health Response and Recovery?
- What do we mean by Remember?

Ethics



→ A set of principles of **right conduct**.

→ **Standards** governing the conduct of a person or the members of a profession.




→ the discipline dealing with **what is good and bad** and with moral duty and obligation

→ a set of **moral principles**

What is Ethical? What Is Right and Wrong?


For Example, much is covered within:

- **Laws** (local, state, Federal)
- **Regulations** (such as Licensing requirements ... Professional & Facility)
- **Standards** ... such as ...
 - National Accreditation Standards – CARE, Joint Commission ... others ...




Crisis Counseling Assistance and Training Program (CCP)

Core Content Training



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Substance Abuse and Mental Health Services Administration
Center for Mental Health Services
www.samhsa.gov



FEMA

Revised 2/2013 from CCP Core Content Training Slide #1

Ethical Considerations
... add one more ...

#14 Competence
Limit practice to areas of expertise

A theme under Title 172 (Professional and Occupational Licensure)

Needed if we are going to:
#6 Do No Harm &
#13 Always ensure the safety of yourself & the survivor.

 The Brain: Organ of Mind **Ethical Considerations**

What Is Disaster Behavioral Health Response and Recovery?

#14 Competence

**Brief Overview of
Disaster Behavioral Health**

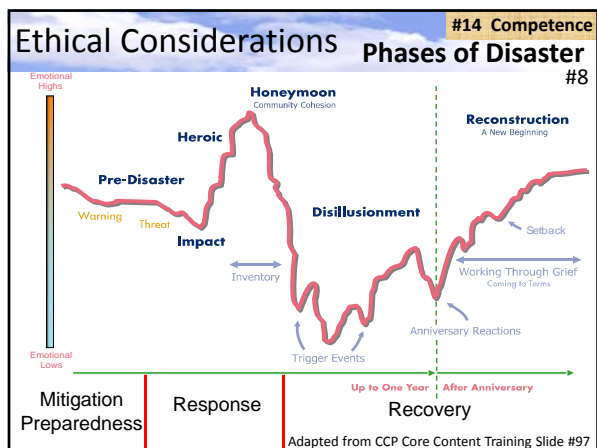
**Brief Overview of
Disaster Behavioral Health** **#14 Competence**

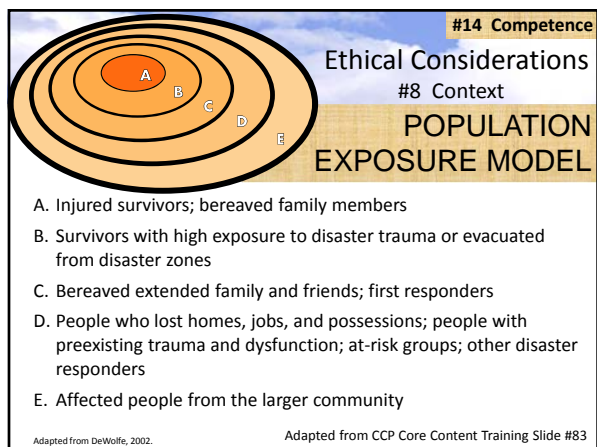
1. Understand ... Disaster Is Always

- a Bureaucratic and Political Event ...
- a Local Responsibility First ...

2. Know the:

- Phases of Disaster
- Population Exposure Model
- Disaster BH uses a different model from other BH services ... Psych First Aid ... shmooze






Ethical Consideration #14 Competence

Key Concept: BH Treatment vs. Disaster Crisis Counseling

Traditional Treatment	Disaster Crisis Counseling
• Office Based	• Home and Community based
• Diagnoses and treats mental illness	• Assesses strengths and coping skills
• Focuses on personality and functioning	• Provides support on disaster related issues
• Examines content	• Accepts content at face value
• Explores past experiences and influence on current problems	• Validates common reactions and experiences
• Psycho-therapeutic focus	• Psycho-educational focus
• Keeps records, charts and case files	• Does not collect identifying information (what, not who)

CCP Core Content Training Slide #40



CDC Centers for Disease Control and Prevention
CDC 24/7: Saving lives, protecting people, reducing health costs

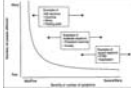
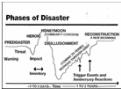

#14 Competence

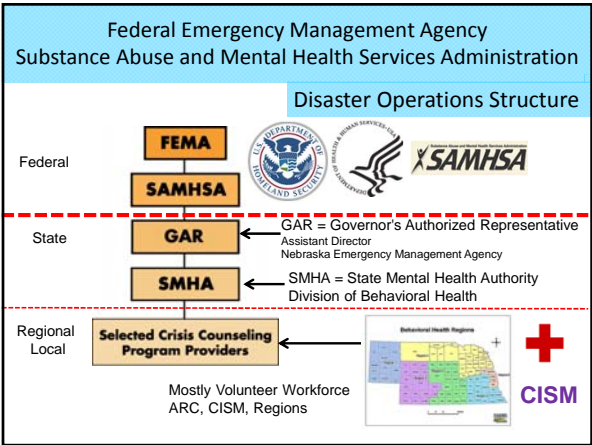
For more information see ...

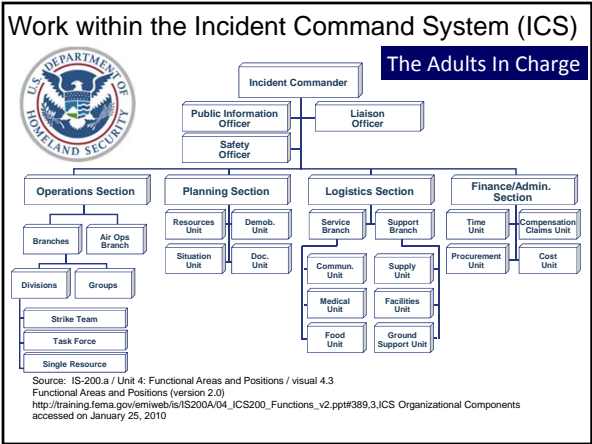
Disaster Mental Health Primer: Key Principles, Issues and Questions

<http://www.bt.cdc.gov/mentalhealth/primer.asp>

Accessed on June 12, 2014








#14 Competence

Work within the Incident Command System (ICS)



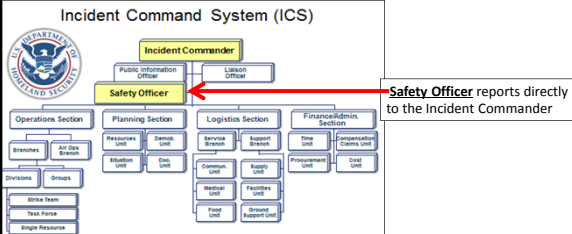
**The Adults In Charge
need to get:**

People who have the Right
knowledge & skills
... including **ETHICS**.

Ethical Considerations

Do no harm (#6)
... ensure safety (#13)

Incident Command System (ICS)



Safety Officer reports directly to the Incident Commander

Ethical Considerations #13

Safety

- Crisis counselors should always attempt to assess safety prior to and during work in disaster settings.
- Crisis counselors should ensure that encounters take place in safe, secure, and comfortable settings.
- The safety of crisis counselors should always be a CCP priority.

CCP Core Content Training Slide #152

Remember Ethics in Disaster Behavioral Health Response and Recovery

What do we mean by
Remember?

When was the last time disaster behavioral health
response / recovery efforts were deployed?

EF4 Tornadoes hit the town of Pilger, Nebraska on June 16, 2014.



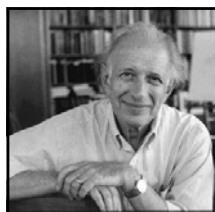
Pictures from the Summer 2011 Missouri River flooding



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Please stand
Neural Circuits Exercise

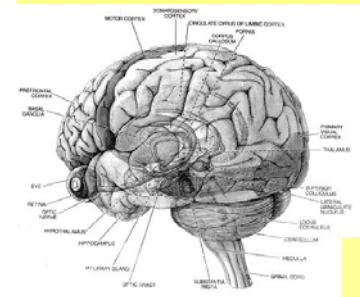


ERIC R. KANDEL
The Nobel Prize in Physiology or Medicine for 2000

Biology of Mind

- Mind is a set of operations carried out by the brain
- Each mental function in the brain is carried out by specialized neural circuits in different regions of the brain.
- "Mind" ... not "The Mind":
 - "The Mind" suggests one single place
 - "Mind" suggests the set of mental operations carried out by these specialized neural circuits.

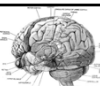
The Brain: Organ of Mind



Everything we feel, think, & do starts in our brain.

Emotionally Traumatic Event(s)

Mental Health: A Report of the Surgeon General
Chapter 2 – "The Fundamentals of Mental Health and Mental Illness"
<http://www.surgeongeneral.gov/library/mentalhealth/home.html>



The Brain: Organ of Mind

Ethical Considerations


#6 Do No Harm – Make a Positive Difference

Exercise Lessons

Neural Circuits

provide essential brain functions including:

1. **Long Term Memory** [for recall and use of knowledge & skills including the remembering ethics at a key moment].
2. **Short Term Memory** [attention: 100% focus on person served in an unbiased manner].



The Brain:
Organ of Mind


Ethical Considerations

#6 Do No Harm — Make a Positive Difference

Using Long Term Memory to recall at a key moment:
... knowledge & skills ... ethics

Neural Circuits

NOTE:
We get good at what we practice.



The Brain:
Organ of Mind


Ethical Considerations

#6 Do No Harm — Make a Positive Difference

Using Long Term Memory to recall at a key moment:
... knowledge & skills ... ethics

Neural Circuits

- ✓ Out of the blue, someone makes a move, raises a question or makes a request.
- ✓ Suddenly, it is a moment when we need to remember the ethics.
- ✓ Will we remember the items on the list?



The Brain:
Organ of Mind

Ethical Considerations


#6 Do No Harm — Make a Positive Difference

Neural Circuits

Using long term memory recall at a key moment:

We can not expect to SAY SOMETHING
important ONCE and have people
remember it.

... like Disaster Crisis Counseling or Ethics



The Brain:
Organ of Mind

Ethical Considerations

#6 Do No Harm — Make a Positive Difference

Neural Circuits

Using long term memory recall at a key moment:

Encode Content Into Long Term Memory by
Patterned, Repetitive Activity

(Bruce D. Perry, M.D., Ph.D.)

used to teach:

- The correct knowledge & skills to do the job
- The ethics needed in the moment.

Ethical Considerations

#6 Do No Harm —
Make a Positive Difference

#14 Competence

Limit practice to areas of expertise

Disaster Behavioral Health uses a different model from other BH services ... Psych First Aid ...

Shmooze: to chat in a friendly and persuasive manner ...


Disaster Crisis Counseling

- Not office based - meet in community settings
- Assesses strengths and coping skills
- Provides support on disaster related issues
- Accepts content at face value
- Validates common reactions and experiences
- Psycho-educational focus
- Does not collect identifying information (what, not who)


Use Long Term Memory to Recall the Ethics ...

- recall the RIGHT information,
- at the RIGHT time,
- in the RIGHT way,
- for the RIGHT reason,
- in order to make the RIGHT choice.

#14 Competence




External Focus & Internal Focus of Attention



The Brain: Organ of Mind

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Please stand – Exercise Limits of Working Memory


Ethical Considerations #6 Do No Harm –
Make a Positive Difference

Neural Circuits

2. Short Term Memory

- attention: 100% focus on person served &
- unbiased manner.

Mindfulness:
Be in the moment without judgement.



The Brain: Organ of Mind

Ethical Considerations

#6 Do No Harm –
Make a Positive Difference

Short Term Memory

Focus: Pay 100% Attention on the Person Served

(Be in the moment)

The Brain: Organ of Mind

Short Term Memory

Focus:

MULTITASKING & UNITASKING

Here is Why ...
Lessons from Distracted Driving

(Be in the moment)

The Brain: Organ of Mind

SEPTEMBER 12, 2008

Train ... Metrolink's Ventura Subdivision ...
 Chatsworth, California (about 33 miles west of Los Angeles).

During the time the engineer was responsible for operation of a train he:
 Sent 21 text messages ... received 21 text messages, & made 4 outgoing telephone calls.


The train engineer missed a trackside signal, a red light, with the
 result of hitting a Union Pacific freight train head-on.

25 dead ... 102 injured to hospitals ... Damages estimated at over \$12 million

Source: National Transportation Safety Board Accident Report


- The human brain ... has a limited amount of available attention.

- Cell phones strain that attention.



Joseph Brown
Psychology Professor
University of Nebraska at Omaha

UNO Magazine
SUMMER 2014, VOL. 5, NO. 2
WWW.UNOALUMNI.ORG/UNOMAG
page 36



U.S. Department of Transportation
GET THE FACTS
Distracted Driving Guidelines
<http://www.distraction.gov/>



There are three main types of distraction:

- **Manual** — taking your hands off the wheel
- **Visual** — taking your eyes off the road
- **Cognitive** — taking your mind off driving (what you're doing)

... text messaging requires visual, manual, and cognitive attention

FOCUS


... is about making choices on where to place our individual

Attention ...

... Requires Concentration...

It also means making a choice on

what to ignore



Brain: Organ of Mind

Ethical Considerations #6 Do No Harm –
Make a Positive Difference

MULTITASKING & UNITASKING


Effective use of Short Term Memory ... Focus / Attention

→there are times when it is OK to **Multitask** ...

→there are times when it is not.

Unitasking ... 100% Attention & Focus on one thing.

Wisdom to Know the Difference
(Serenity Prayer)


 Brain: Organ of Mind **(Be in the moment)**

Ethical Considerations #6 Do No Harm –
Make a Positive Difference

UNITASKING is treating the person with
dignity and respect.

A Thought From Will Rogers

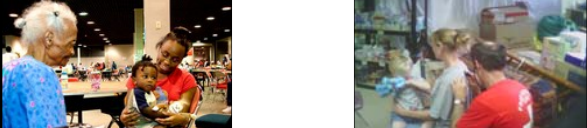
“You never get a second
chance to make a good
first impression.”

 Brain: Organ of Mind

Ethical Considerations #5 Unbiased
Manner

Treat all individuals in an
UNBIASED MANNER with regard to:

→race, →religion,
→ethnicity, →sexual orientation, &
→gender, →age.





(without judgement)

Ethical Considerations

#12 Cultural Context

Be aware of the situational & cultural contexts of the survivor and the intervention itself.

(without judgement)

Ethical Considerations

**#5 Unbiased Manner
#12 Cultural Context**

Short term memory **FILTERS** ... Judgement can be laced by unconscious negative bias.

Mindfulness – be in the moment. Without judgement.

Yes, attend to safety... Maintain Situational Awareness ...
At the same time ... Remember your assignment to serve the people impacted ...




(without judgement)

Ethical Considerations


**#6 Do No Harm –
Make a Positive Difference**

To Help Maintain Situational Awareness

Prompt yourself by saying:

For **“Unitask”**: Focus ... Attention ...
“Now Hear This” (a Navy Phase)

For **“Unbiased Manner”**
“CYA” (Check Your Assumptions)



Brain: Organ of Mind

(Be in the moment
without judgement)

Ethical Considerations Confidentiality

(#1) Maintain confidentiality – the pledge to respect privacy as well as protect information received.

BUT THERE ARE LIMITS TO THIS PLEDGE ...

Follow state & local reporting regulations:

- (#2) in cases of suicidal or homicidal intent
- (#3) mandatory reporting for child or elder abuse and neglect.

Ethical Considerations Confidentiality

(#1) Maintain confidentiality – the pledge to respect privacy as well as protect information received.

- ✓ Crisis Counselor is a safe person to tell one's story.
- ✓ What is said in the "room" stays in the "room"

Ethical Considerations Confidentiality

BUT THERE ARE LIMITS TO THIS PLEDGE ...

→ Follow state & local reporting regulations:


- in cases of suicidal or homicidal intent (#2).
- mandatory reporting for child or elder abuse and neglect (#3).

What is said in the room stays in the room except for disclosure of:

- a) imminent threat of violence to self/others.
Know your Regional Behavioral Health Authority's policy and procedures about managing someone who is Dangerousness Due to Mental Illness or Substance Dependence.
- b) abuse/neglect
reported to the Nebraska Department of Health and Human Services
Adult and Child Abuse & Neglect Hotline: 1-800-652-1999.

FINAL REPORT American Psychological Association (Oklahoma City Task Force)
Task Force on the Mental Health Response to the Oklahoma City Bombing, pg 14, July 1997

6. Identification of Mental Health (MH) Professionals




Alfred P. Murrah Federal Building after April 19, 1995 bombing in Oklahoma City.

- a. **Mental Health professionals need to be identified as MH Professionals:** reduce any stigma & educating the public.
- b. Recipients of MH services have the **ethical** (in some states, legal) **right** to know the person to whom they are speaking is a MH professional.
- c. **People** who might seek or request MH services **know** these **resources are available**.

6. Identification of Mental Health (MH) Professionals

Ethical Considerations




Alfred P. Murrah Federal Building after April 19, 1995 bombing in Oklahoma City.

#7 Remember: participation is VOLUNTARY.

FINAL REPORT American Psychological Association (Oklahoma City Task Force)
Task Force on the Mental Health Response to the Oklahoma City Bombing, pg 14, July 1997

Ethical Considerations

- # 4. Safeguard interests and rights of individuals who lack decision-making abilities.
- # 9. Respect individual coping styles.
- # 10. Ensure that immediate interventions are supportive.
- # 11. Remember that talking with a person in crisis does not always mean talking about the crisis.



The Brain: Organ of Mind

Ethical Considerations

#6 Do No Harm –
Make a Positive Difference

You have to learn to pace yourself – Pressure ...
You're just like everybody else - Pressure ...

Billy Joel (1982)

#13 Safety

Always ensure the safety of
yourself and the survivor.

Job Burnout & Stress management

Remember: participation is VOLUNTARY.

Maintain confidentiality – the pledge to respect
privacy as well as protect information received.
BUT THERE ARE LIMITS TO THIS PLEDGE ...
Follow state & local reporting regulations

Last Points

Incident Command System (ICS)

Stress Curve Graph showing phases: Pre-disaster, Disasters, Post-disaster, and Reconstruction.

In Summary

Ethical Considerations

#1 - #13 + #14

Work within the Incident Command System (ICS)

The Adults In Charge
need to get:

People who have the Right
knowledge & skills
... including ETHICS.

Do No Harm – Make a Positive Difference

UNITASKING is treating the person with
dignity and respect.

A Thought From Will Rogers
"You never get a second
chance to make a good
first impression."

Mindfulness (Be in the moment
without judgement)

Two Exercises

We can not expect to say SOMETHING
important once and have people
remember it.

... like Disaster Crisis Counseling or Ethics

Prompt yourself by saying:

For "Unitask": Focus ... Attention ...
"Now Hear This" (a Navy Phrase)

For "Unbiased Manner":
"CYA" (Check Your Assumptions)

The Brain: Organ of Mind

Use Long Term Memory
to Recall the Ethics ...

recall the RIGHT information,
→ at the RIGHT time,
→ in the RIGHT way, #14 Competence
→ for the RIGHT reason,
→ in order to make the RIGHT choice.

Short term memory FILTERS ... Judgement
can be laced by unconscious negative bias.

Yes, attend to safety ... Maintain Situational Awareness ...
At the same time ... Remember your assignment to serve the
people impacted ...

Nebraska
Behavioral Health All-Hazards
Disaster Response and Recovery Plan



Nebraska Department of Health
and Human Services
Division of Behavioral Health




Prepared by the
University of Nebraska
Public Policy Center

adopted on April 6, 2012

the initial plan was adopted Jan. 20, 2005

State Disaster Behavioral Health Coordinator
is designated by the DBH Director.
See: Appendix E – 1; page 90

On the web at:
<http://disastermh.nebraska.edu/currentplan.html>

When I first started, staff at the
NE Emergency Management Agency would say to me ...

**... it is not 'IF' a disaster will happen,
it is a matter of 'WHEN'...**

Thus we need to be prepared to respond and support recovery

Jim Harvey, LCSW Phone: 402-489-8760

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