EXCELLENCE IN MENTAL HEALTH CARE: WHAT DOES IT MEAN?

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• We are all humans who have different life experiences
• Don’t jump to conclusions
• Watch for triangulation among employees
• Be trauma informed-watch for triggers
• Unpack your own biases
• Use respectful language – learn the difference between the terms mentally ill, SPMI, mental health challenges, mental wellness, patient, client, person with lived experience. **Language matters.**
• Provide a safe environment at work and clear directions to employees about who they should talk to.
• We all should strive for balance at work and home.
• What do you do to encourage this balance?
• What does your company do to maximize or empower this balance?
• What are the barriers to this balance at work?
• What are the barriers to this balance at home?
• Team dynamics – how to talk about mental health, how to model it.
MASLOW’S HIERARCHY OF NEEDS

- Physiological needs: food, water, warmth, rest
- Safety needs: security, safety
- Belongingness and love needs: intimate relationships, friends
- Esteem needs: prestige and feeling of accomplishment
- Self-actualization: achieving one’s full potential, including creative activities
VIRGINIA SATIR’S MOBILE OF CHANGE
COMPONENTS OF EXCELLENT MENTAL HEALTH CARE

**Taking Care of Yourself**
- Good Nutrition
- Exercise
- Plenty of sleep
- Spiritual life
- Safety/shelter

**Make Social Connection a Priority**
- Positive connections in the community
- Good Friends you can talk with
- Good Family relationships

**Find Purpose and Meaning in Life**
- Meaningful work
- Nurturing activities
- Enhance important relationships
- Volunteer

**Keep Stress Levels in Check**
- Balance between work and play
- Appeal to your senses
- Gratitude
- Relaxation
- Positive self talk & self-esteem
- Resiliency
COMPONENTS OF AN EXCELLENT MENTAL HEALTH CARE SYSTEM

- Engaged communities
- Educational opportunities
- Work opportunities
- Recreational opportunities
- An outstanding Employee Assistance Program that the CEO/HR/Employees have vetted
- Services that are trauma informed
- Services that use full informed consent
- Access to quality medical care
- Safe and affordable housing
WHAT TO WATCH OUT FOR

• A psychiatrist/psychologist/therapist/hospital/EAP who offers a diagnosis, medication, and a quick fix. Mental health challenges are different than a broken leg.
• Diagnosis sometimes helps and sometimes it hurts
• Medications sometimes help and sometimes are harmful
• Rhetoric does not equal fact
• There is no evidence to support the theory that there are chemical imbalances in the brain causing states like depression, mania, or anxiety.
• People can and do recovery from experiences labelled schizophrenia and psychosis.
PITFALLS OF THE ONGOING MENTAL HEALTH CARE DEBATE

• David vs. Goliath (patients/providers vs. big Pharma/Insurance Companies)
• Stigma/discrimination
• Fact vs. Fiction
• “Integrated Health Care” vs true integration
• Polarized positions on how to improve care
• Increasingly unaffordable care
• Outdated workforce practices
RESOURCES

• MentalHealthExcellence.org
• RxISK.org
• MadinAmerica.com
• Education.MadinAmerica.com
• Helpguide.org
• Isps-us.org
• Power2u.org
• Easacommunity.org
• Familieshealingtogether.com
• Emotional-cpr.org
• Onwardmentalhealth.com
• Hearing-voices.org
• hsri.org
• ddaoforegon.com
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