

# Mental Health- Behavior is Communication

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## Continuing Education

**Target Audience:** Certified Pharmacy Technicians and Pharmacists

**Activity Type:** Knowledge

**Contact Hrs:** 1.0 or 0.1 CEU

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**Release Date:** 05/25/2023 **Exp. Date:** 05/25/2026

**Credit:**

To receive credit for this LIVE program, participants must complete an online program evaluation AND submit a request through the designated webform to obtain CE credit.

To receive credit for this RECORDED program, participants must complete the post-test with a passing score of 70%.

Tanya B. White BS, Ph.T.R. has no conflicts of interest to disclose.



**Accreditation:**

The National Pharmacy Technician Association (NPTA) is accredited by the Accreditation Council for Pharmacy Education (ACPE) as an approved provider of continuing pharmacy education.

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## Mental Health – Behavior is Communication

In this presentation you will learn techniques to recognize Mental Illness and how to improve communication with people that have Mental Illness.

This will include recognizing behavior as a form of communication.

The ability to recognize Mental Illness will assist you help refer patients to the proper Mental Healthcare Professional while making a major impact on Mental Health in your community.



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## Learning Objectives

**At the completion of this professional continuing education program, the alert attendee should be able to:**

- Recognize signs of Mental Illness
- Identify warning signs of Mental Health
- Comfortably start a Conversation about Mental Health



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# Mental Health – Behavior is Communication

Mental Health Verses Mental Illness

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## Mental Health – Behavior is Communication

Mental Health Verses Mental Illness

- Mental health is essential to a person's life in the same way as physical health.
- Mental illnesses are disorders, ranging from mild to severe, that affect a person's thinking, mood, and/or behavior.

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## Mental Health – Behavior is Communication

A Serious Mental Illness (SMI) is a mental illness that interferes with a person's life and ability to function.

## Mental Health – Behavior is Communication

Many factors contribute to mental health conditions, including:

- Biological factors
- Life experiences
- Family history

## Mental Health – Behavior is Communication

### Some mental Health issues

- Antisocial personality disorder
- Anxiety disorders (including generalized anxiety, panic disorders, obsessive-compulsive disorder (OCD), phobias, and social anxiety)
- Attention-deficit hyperactivity disorder (ADHD)
- Bipolar disorder
- Borderline Personality Disorder (BPD)
- Depression
- Eating disorders (including Anorexia Nervosa, binge eating Disorder, and Bulimia Nervosa)
- Post-traumatic Stress Disorder (PTSD)
- Schizophrenia
- Seasonal affective disorder (SAD)
- Self-harm
- Suicide and suicidal behavior

## Mental Health – Behavior is Communication

One in 5 American adults experienced a mental health condition in a given year

One in 6 young people experienced a major depressive episode

One in 20 Americans have lived with a serious mental illness, such as schizophrenia, bipolar disorder, or major depression

## **Mental Health – Behavior is Communication**

### **Three Most Common Mental Health Illnesses**

- 1. Anxiety Disorders**
- 2. Depression**
- 3. Post-traumatic stress disorder (PTSD)**



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## **Mental Health – Behavior is Communication**

### **in 2020 Approximately**

Additionally, suicide is a leading cause of death in the United States. In fact, it was the second leading cause of death for people ages 10-24. Suicide has accounted for the loss of more than 45,979 American lives in 2020, nearly double the number of lives lost to homicide.



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## Mental Health – Behavior is Communication

Pharmacy Technicians are the front line of communication with patients

Providing quality healthcare depends on effective communication skills.

Effective communication goes beyond simply talking with a person and includes understanding an individual's behavior.



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## Mental Health – Behavior is Communication

### 5 common warning signs of Mental Illness

1. Changes in personality
2. Changes in emotion
3. Isolation
4. Sudden absence of self-care
5. Sense of hopelessness or feeling overwhelmed



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## **Mental Health – Behavior is Communication**

### **Warning Signs for Suicide**

While it is important to be able to identify the warning signs of mental illness, it may be even more important to know the warning signs of suicide.

According to the American Foundation for Suicide Prevention, suicide is the tenth leading cause of death in the U.S.

In 2018, 48,344 people in the country died by suicide.



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## **Mental Health – Behavior is Communication**

### **Warning Signs for Suicide**

- Talking about wanting to die
- Expressing feelings of being a burden to others
- Making a plan or researching ways to die
- Taking dangerous risks
- Excessively using drugs or alcohol
- Showing extreme mood swings
- Displaying extreme sadness or hopelessness



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## **Mental Health – Behavior is Communication**

**If a patient is showing signs of a mental health problem or reaching out to you for help, offer support by:**

- Finding out if the person is getting the care that they need and want—if not, connect them to help
- Express your concern and support
- Remind them that help is available and that mental health problems can be treated



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## **Mental Health – Behavior is Communication**

**If a patient is showing signs of a mental health problem or reaching out to you for help, offer support by:**

- Ask questions, listen to ideas, and be responsive when the topic of mental health problems come up
- Reassure them that you care about them
- Treat people with mental health problems with respect, compassion, and empathy



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## **Mental Health – Behavior is Communication**

**Do you need help starting a conversation about mental health?**

Try leading with these questions and make sure to actively listen to your patient's response:

- I've been worried about you. Can we talk about what you are experiencing? If not, who are you comfortable talking to?
- What can I do to help you to talk about issues with your parents or someone else who is responsible and cares about you?

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## **Mental Health – Behavior is Communication**

**Do you need help starting a conversation about mental health?**

- I am someone who cares and wants to listen. What do you want me to know about how you are feeling?
- Who or what has helped you deal with similar issues in the past?
- Sometimes talking to someone who has dealt with a similar experience helps. Do you know of others who have experienced these types of problems who you can talk with?

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## **Mental Health – Behavior is Communication**

**Do you need help starting a conversation about mental health?**

- It seems like you are going through a difficult time. How can I help you to find help?
- I'm concerned about your safety. Have you thought about harming yourself or others?



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## **Mental Health – Behavior is Communication**

**During the conversation**

- Communicate in a straightforward manner
- Watch your tone and body language – Speak slowly, clearly, at a normal volume and with frequent pauses.
- Be aware of your nonverbal communication such as facial expressions and body language.
- Speak at a level appropriate to a person's age and development level
- Discuss the topic when and where the person feels safe and comfortable
- Watch for reactions during the discussion and slow down or back up if the person becomes confused or looks upset



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## Mental Health – Behavior is Communication

Dial 9-8-8

If you or someone you know is experiencing a mental health crisis, text or call 9-8-8 to get assistance and support from trained counselors or help with finding local resources.

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## Mental Health – Behavior is Communication Resources

National Helpline

SAMHSA's 2021 National Survey on Drug Use and Health  
Interdepartmental Serious Mental Illness Coordinating Committee (ISMICC)

SMI Adviser | American Psychiatric Association (APA) and SAMHSA  
Technology Transfer Centers (TTC) Program  
Centers for Disease Control and Prevention: Stress and Coping  
NIMH: Caring for Your Mental Health

<https://www.samhsa.gov/mental-health>

A look at the Three Most Common Mental Illnesses

<https://www.inspirahealthnetwork.org/news/look-three-most-common-mental-illnesses#:~:text=Of%20those%2C%20the%20three%20most,significantly%20different%20from%20one%20another.>

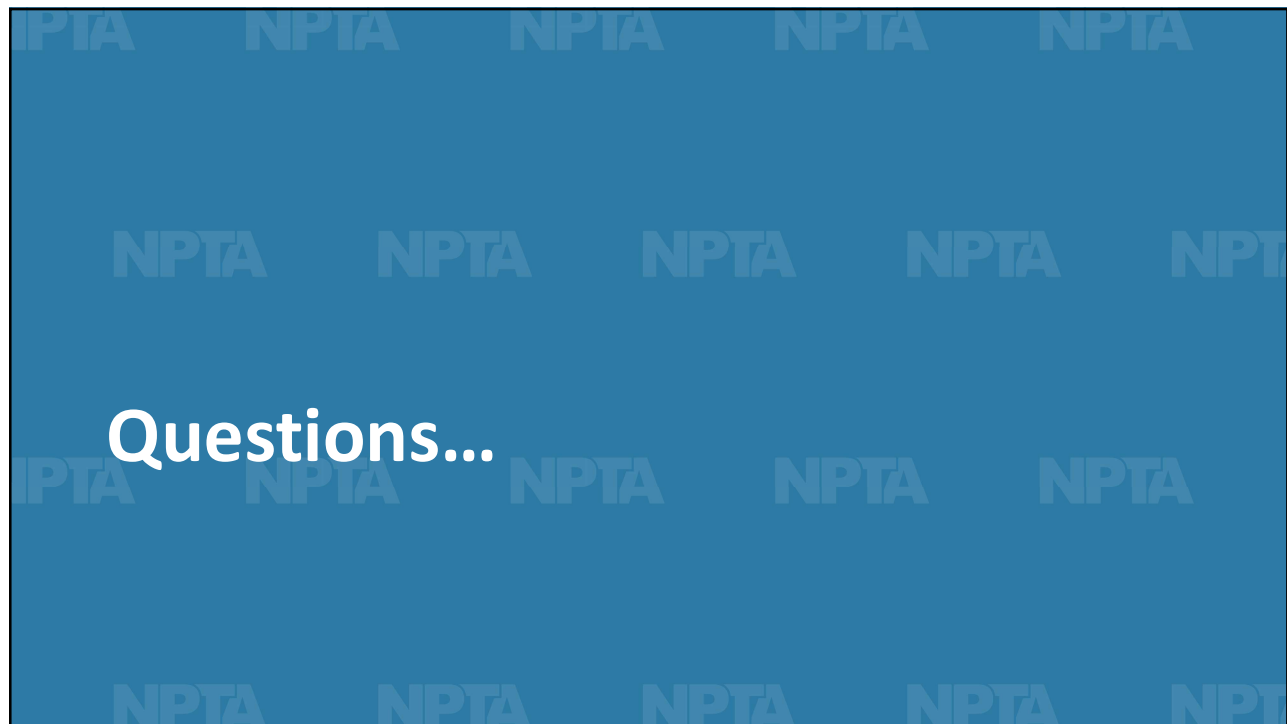
<https://www.samhsa.gov/mental-health>

How to talk with people about mental health

<https://www.samhsa.gov/mental-health/how-to-talk/people-with-mental-health-problems>

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