

The Pathways Learning and Development Department (PLAD) invites you to attend:

Crisis Preferences and Prevention Plans

Taught By: Lydia Chavez Ward, RN, MEd, CPHQ, CHC, CHP
Carla Warner, LCSW, CHP

Dates: Tuesday, April 24, 2018
One (1) 90 minute session

Times: 1 - 2:30 PM EST/ 12 - 1:30 PM CST /
11 AM - 12:30 PM MST/ 10 - 11:30 AM PST

Please note: You must attend in YOUR time zone! If confused about your time zone, use link below in additional registration information

Mode: Live interactive Teleclass with online virtual classroom resources

Target Audience: All Staff: Direct Service Providers, Supervisors, Program Leaders, and Administrative

Course Level: Beginner

Participant Time Commitment: 1.5 hours including didactic presentation, discussion & integration activities.

CEs: 1.5 contact hours (0.15 CEU)
(1.5 contact hours = 1.5 Clinical hours).
CE Certificates offered from the NBCC
CE Certificates offered from the ASWB

To register, please visit our current course calendar at www.PathwaysU.com

The Pathways Learning and Development Department is proud to offer "[Crisis Preferences and Prevention Plans](#)," taught by Lydia Chavez Ward - RN, MEd, CPHQ, CHC, CHP and Carla Warner - LCSW, CHP



Lydia Chavez Ward, Senior Quality Improvement Specialist: Lydia Ward RN, MEd, CPHQ, CHC, CHP
Lydia Ward is a Pathways Senior Quality Improvement Specialist and is a member of the Pathways Corporate Compliance/Quality department. Lydia has a BSN from the University of New Mexico and a Master's in

Education from Wayne State University. She is an RN and has been certified in Health Care Quality, Health Care Compliance, Health Care Privacy, Managed Care and Advanced Nursing Administration. She has worked as a nurse in both Behavioral Health and Medical settings and taught nursing for sixteen years. She served as a QM, HR, and Provider Relations Manager as well as a Risk Management Director for a Medicaid BHO that she helped establish. Lydia has also worked with and for Providence Service Corporation for over 15 years where she developed and implemented Quality Management Systems and served as Chief Operating Officer for a seven member Provider Sponsored Network. Lydia is the mother of three children, has three grandchildren and lives in Las Cruces, NM with her husband, Jack. She enjoys crafts, jewelry making and reading.



Carla Warner, Virginia State Director of Compliance, Virginia State Privacy Officer: Carla Warner, LCSW is a Licensed Clinical Social Worker who currently works as Virginia's State Director of Compliance. She has devoted her career to community based mental health programs, serving in both clinical

and operational leadership roles for children's therapeutic day treatment, intensive in home services, mental health skills building, mentoring, hospice, and out-patient services. In her current role, she is the head of compliance and oversees risk management, quality assurance, quality improvement, new program development, integration of electronic medical record, leads the policy and procedure committee, oversees the state clinical records department and serves as Virginia's Privacy Officer. A passionate and knowledgeable trainer, Carla has trained behavioral health staff on multiple topics including improving clinical competencies, operational competencies, compliance and risk management, change management and leadership development, electronic health record utilization and collaborative documentation. More recently, she has developed and spear-headed state-wide training to over 750 staff improve crisis planning. Carla has been interviewed and published in local television and print media for her expertise in children's mental health. Carla received her Bachelor's Degree in Psychology from Middle Tennessee University and her Masters of Science Degree in Social Work from the University of Tennessee.

Purpose of this Course:

Having a crisis plan in place before a crisis occurs could mean the difference between a manageable event and a traumatic or dangerous event. Unfortunately, there are many challenges that our providers face concerning crisis plans. Some providers confuse crisis plans with safety plans. Others don't understand the purpose of the plan and others might not understand the importance of reviewing the plan periodically. The purpose of this course is to help our providers increase their knowledge about crisis plans and increase their confidence around their ability to develop one.

This 90 minute Teleclass will help you to become comfortable with the details around crisis planning. You will be able to identify why they are important, when to develop and update them, and learn how to use them with children, adolescents and adults.

Learning Objectives: *After completing the course, participants will be able to:*

1. Provide a definition of a Behavioral Health crisis
2. List 3 reasons why a crisis plan is important.
3. Explain when to develop, implement and update the crisis prevention intervention plan.
4. Name at least 3 essential components of a crisis plan.
5. Use a crisis plan with children, adolescents, and adults.
6. Explain how to manage situational challenges that arise when developing a crisis plan.

Course Outline:

| | |
|--|--|
| <u>Understanding A Crisis</u> | <ul style="list-style-type: none">✓ What is a behavioral crisis✓ Characteristics of a behavioral crisis✓ Phases of a crisis✓ Consumer's definition of crisis, safety and risk |
| <u>Why Are Crisis Preferences and Prevention Plans Important</u> | <ul style="list-style-type: none">✓ Review of research of what consumers feel are important staff behaviors in crisis✓ Intent of a Crisis Preferences and Prevention Plan✓ Possible consequences for individuals every time they have a crisis |
| <u>Crisis Preferences and Prevention Plan Essentials</u> | <ul style="list-style-type: none">✓ What is a Crisis Preferences and Prevention Plan✓ Essential components✓ Key questions to ask✓ Availability of the plan✓ Attributes of a good plan✓ Crisis Preferences and Prevention Plan vs. Safety Plan |
| <u>Steps for Completing A Crisis Preferences and Prevention Plan</u> | <ul style="list-style-type: none">✓ Demographic Information✓ Follow-Up and Debriefing Preferences✓ General Characteristics/Preferences✓ Identification of past effective and ineffective actions/interventions |
| <u>Other uses of the Crisis Preferences and Prevention Plan</u> | <ul style="list-style-type: none">✓ Collaboration with stakeholders✓ Advantages defined and discussed |
| <u>How to evaluate a Crisis Preferences and Prevention Plan</u> | <ul style="list-style-type: none">✓ Presence of clearly defined preferred actions and interventions✓ Individualized plans based on consumer's identified preferences and strengths✓ The plan contains up to date and accurate information |
| <u>Lessons Learned From Virginia's Roll-Out of the Crisis Preferences and Prevention Plan</u> | <ul style="list-style-type: none">✓ Confusion between crisis preferences and preventions plan and safety plans✓ Lack of clarity about the intent of the plan✓ Lack of understanding about why a plan would need to be reviewed periodically✓ Challenges with completing the plan with young children or adults with limited understanding✓ Push back from staff who work in mentoring and mental health skill building service lines |

Additional Registration Information:

Confused about your time zone? See <http://www.worldtimezone.com/time-usa12.php>

Receive CE credit for this course! Once you attend the required LIVE session(s), your attendance is documented by the use of your personalized conference PIN for each LIVE session. You are required to complete the homework and enter the attendance codes in the virtual classroom. Then you will be eligible for 1.5 CE contact/clock hours, of which 1.5 are clinical hours. You will receive an email shortly after the event with instructions on how to access the final exam and course evaluation online via the Pathways Relias Learning Management System (RLMS). Once you pass the exam and submit your responses to the course evaluation on the RLMS, you will be able to access and print your certificate of completion with the awarded 1.5 CE contact/clock hours.

To obtain 1.5 credit/clock hours you must attend 100% of the LIVE class. You **CANNOT** miss a session to obtain Continuing Education Credits for this class.

If you have any questions about your attendance status, or difficulty accessing your evaluation and certificate online, please contact us at Learning@pathways.com.

Course delivery format & Interactivity: 1.5 hours - Synchronous Distance Learning Teleconference. Interaction includes live interaction, question, answer with instructor in real time, synchronous web based visuals, forum posting & small group discussion with classmates. Asynchronous posttest and course evaluation.

The Pathways Learning and Development Department is an approved provider of continuing education and grants CE clock hours for those courses that meet the requirements of the following boards:

- **For ASWB Continuing Education Credit:**

- Pathways Learning and Development, provider #1471, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB) www.aswb.org, through the Approved Continuing Education (ACE) program. Pathways Learning and Development maintains responsibility for the program. ASWB Approval Period: 07/22/2016 to 07/22/2017. Social workers should contact their regulatory board to determine course approval. Social workers participating in this course will receive 1.5 continuing education clock hours, of which 1.5 are clinical hours.

- **For NBCC Continuing Education Credit:**

- Professional counselor CE clock hours through the National Board for Certified Counselors, (NBCC ACEP #6350)
- Pathways Learning and Development is an NBCC-Approved Continuing Education Provider (ACEP) and may offer NBCC-approved clock hours for events that meet NBCC requirements. The ACEP solely is responsible for all aspects of the program.
- Please Note that this course is designed for counselors. In no way does taking this course give permission for non-counselors to provide counseling services to clients.

For ADA Accommodations: Contact the Learning Department by email at Learning@pathways.com at least 2 weeks prior to the training start date so that arrangements can be made.

For any additional questions or concerns: Please contact us in writing at Learning@pathways.com at any time within seven (7) days of the conclusion of this course.

Please note that there are no charges or fees associated with this Pathways Learning and Development Department course at this time.