

EXCELLENCE IN MENTAL HEALTH CARE: WHAT DOES IT MEAN?

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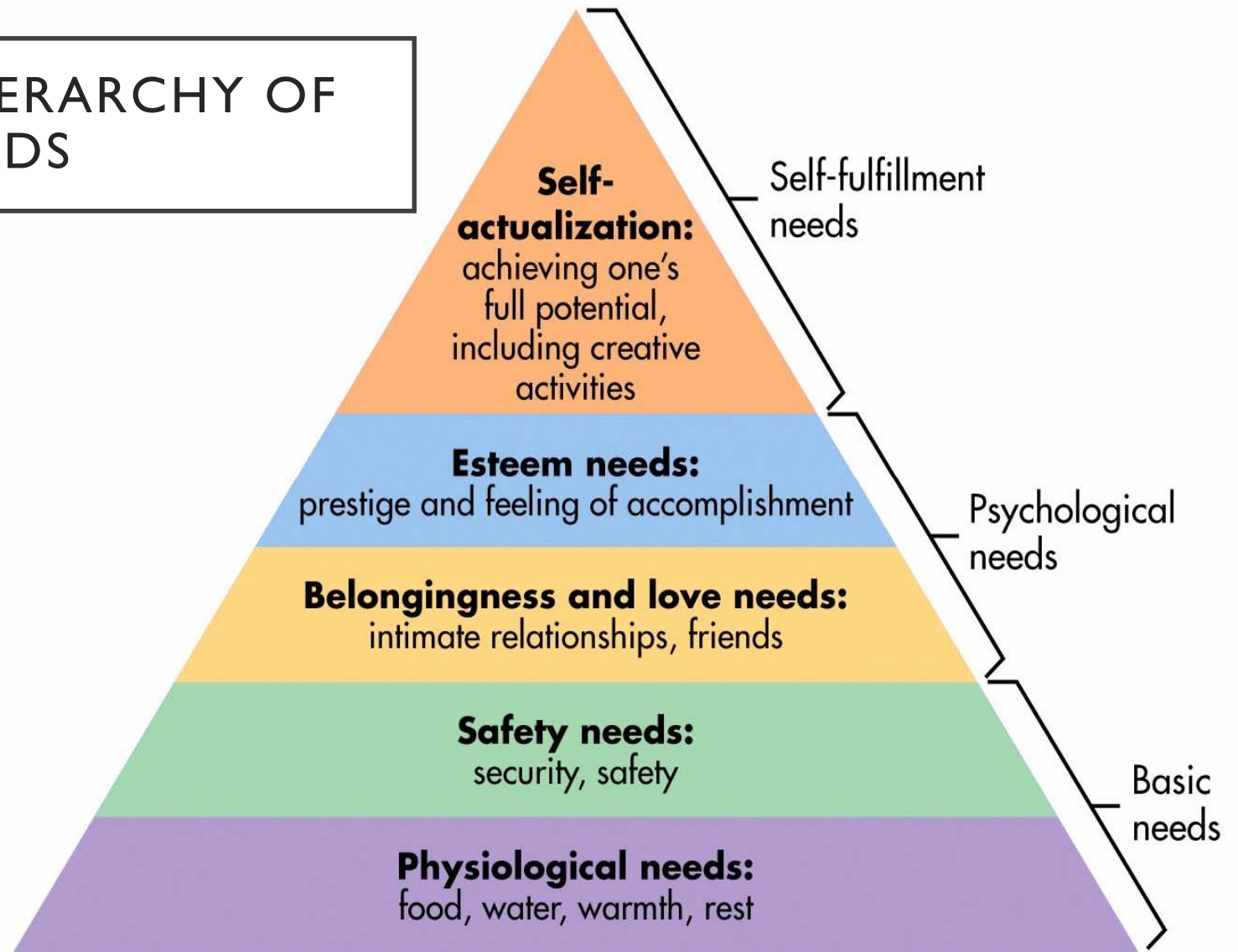
FIRST WE LISTEN

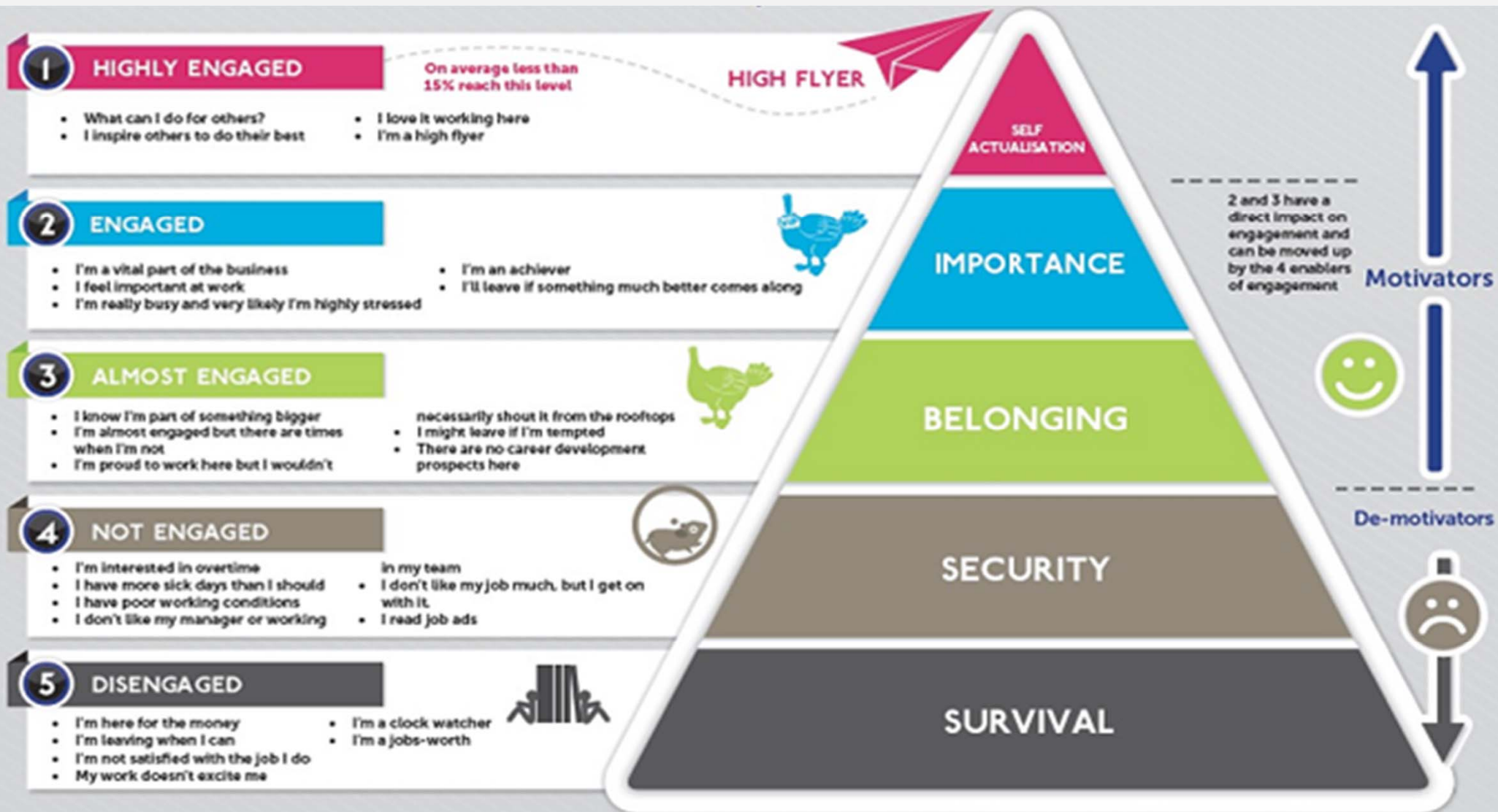
- We are all humans who have different life experiences
- Don't jump to conclusions
- Watch for triangulation among employees
- Be trauma informed-watch for triggers
- Unpack your own biases
- Use respectful language – learn the difference between the terms mentally ill, SPMI, mental health challenges, 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.

LIFE-WORK EFFECTIVENESS

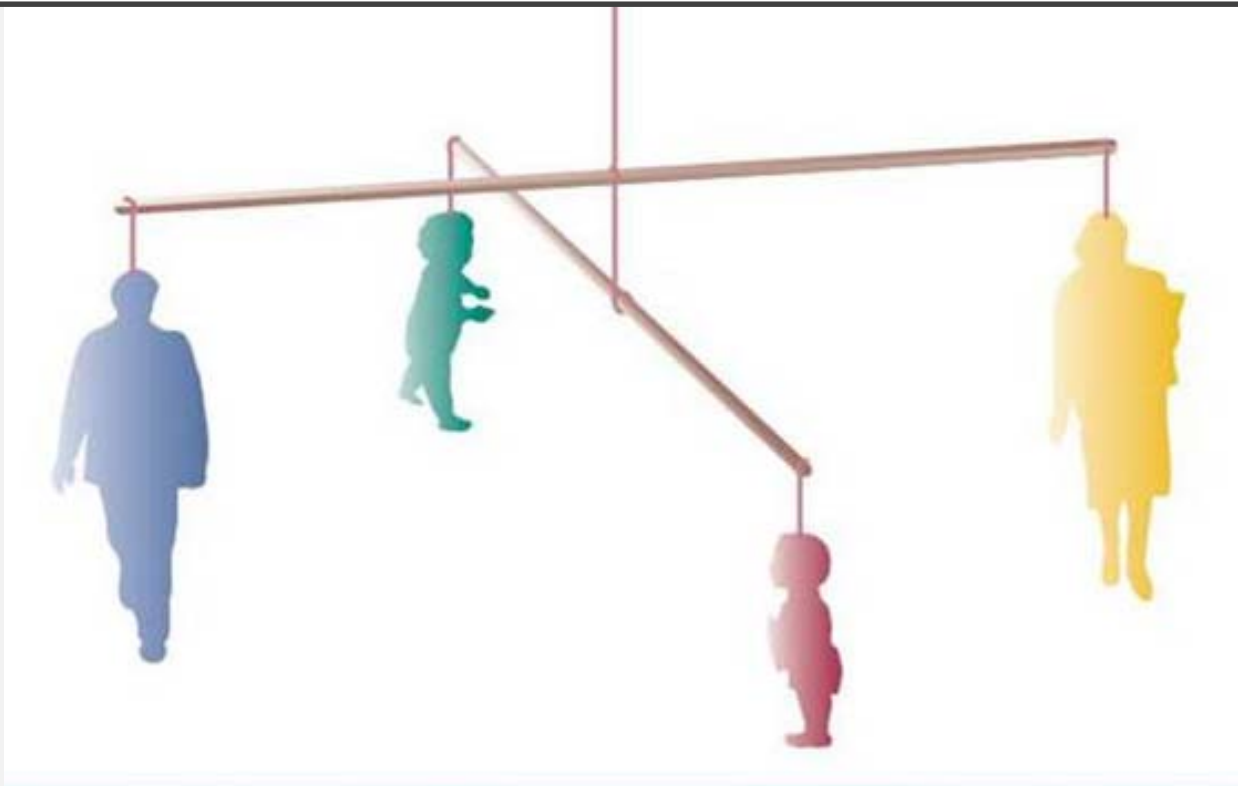
- We all should strive for balance at work and home.
- What do you do to encourage this balance?
- What does your company do to maximize or empower this balance?
- What are the barriers to this balance at work?
- What are the barriers to this balance at home?
- Team dynamics – how to talk about mental health, how to model it.

MASLOW'S HIERARCHY OF NEEDS





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](https://www.mentalhealthexcellence.org)
- [RxISK.org](https://www.rxisk.org)
- [MadinAmerica.com](https://www.madinamerica.com)
- [Education.MadinAmerica.com](https://www.education.madinamerica.com)
- [Helpguide.org](https://www.helpguide.org)
- [Isps-us.org](https://www.isps-us.org)
- [Power2u.org](https://www.power2u.org)
- [Easacommunity.org](https://www.easacommunity.org)
- [Familieshealingtogether.com](https://www.familieshealingtogether.com)
- [Emotional-cpr.org](https://www.emotional-cpr.org)
- [Onwardmentalhealth.com](https://www.onwardmentalhealth.com)
- [Hearing-voices.org](https://www.hearing-voices.org)
- [hsri.org](https://www.hsri.org)
- [ddaoforegon.com](https://www.ddaoforegon.com)



**FOUNDATION FOR EXCELLENCE
IN MENTAL HEALTH CARE**

Expect Recovery. Hope Matters.

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