

# Course Review Packet

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# ASR

# ACUTE STRESS REACTION

[www.psychologytoday.com/us/blog/making-meaning/201807/what-s-new-in-the-international-classification-diseases#:~:text=ICD%2D11%20no%20longer%20considers,disorders%20section%20of%20ICD%2D11.](http://www.psychologytoday.com/us/blog/making-meaning/201807/what-s-new-in-the-international-classification-diseases#:~:text=ICD%2D11%20no%20longer%20considers,disorders%20section%20of%20ICD%2D11.)

[www.ncbi.nlm.nih.gov/pmc/articles/PMC3799241/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3799241/)



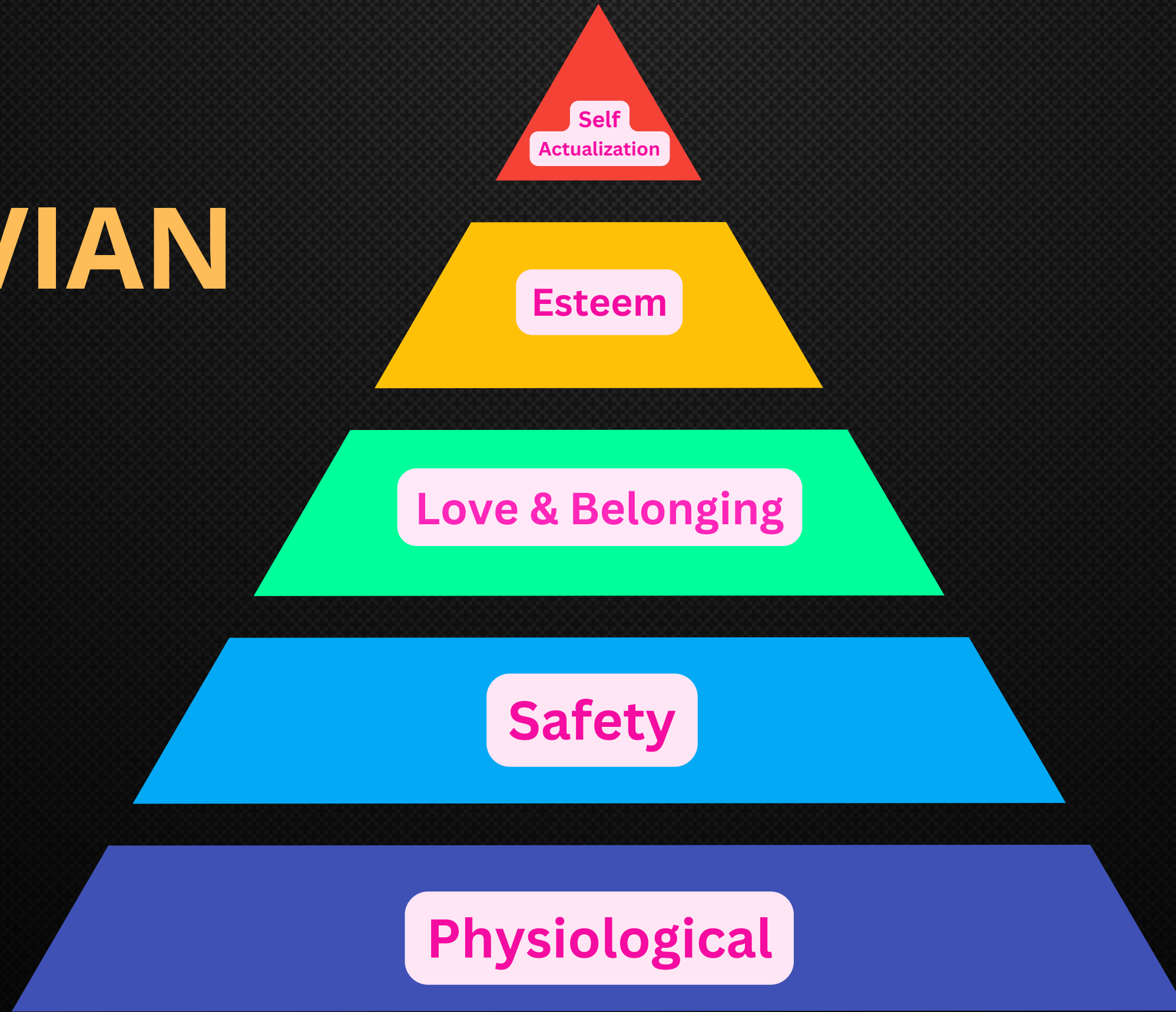


## HOW DOES AN ACUTELY-TRAUMATIZED PERSON APPEAR?

**NORMAL**  
**HYPO-AROUSSED**  
**HYPER-AROUSSED**  
**LAUGHING**  
**SCREAMING**  
**CRYING**  
**ANGRY**  
**CATATONIC**  
**DISSOCIATED**  
**IMPULSIVELY SUICIDAL**  
**SELF-HARM**  
**& MORE...**



# MASLOVIAN NEEDS



**BUT...**







## "STABILIZATION IF NEEDED"-HOW?

**HYPOAROUSAL** DR LUNA'S WALK

**HYPERAROUSAL** ASK COGNITIVE TECHNICAL QUESTIONS

**DISSOCIATION** DISSOCIATION: EYE CONTACT, TOUCH, NAME, BRINGING TO THE PRESENT MOMENT







**HELPLESSNESS** GIVE THEM A TASK

**SAFETY** EMPHASIZE THAT THE THREAT IS OVER (CAREFULLY, IF IT IS)

**RHETORICAL QUESTIONING** VALIDATE & WITNESS, THEN ACTIVATE






# ACTIVE LISTENING

-  FOCUS ON WHAT THE SPEAKER IS TELLING YOU
-  SUMMARIZE WHAT YOU HEAR THEM TELLING YOU AND CHECK THAT YOU UNDERSTOOD CORRECTLY
-  DO NOT OVERCOME THE SPEAKER WITH YOUR WORDS, WAIT FOR THEM TO FINISH
-  IGNORE THE URGE TO MULTITASK WHILE LISTENING ON THE PHONE, ENGAGE AND ATTUNE YOURSELF
-  "SHUT UP": COME OFF AS A PROFESSIONAL SOUNDING BOARD MORE THAN AS A KNOW-IT-ALL WAITING TO SHOW OFF YOUR WISDOM
-  BE CLIENT-CENTERED, FOLLOW THE CALLER TO WHERE HE LEADS YOU-STOP TALKING AND LISTEN



# NOT EVERYBODY NEEDS PFA

-  IMPLYING THAT EVERYBODY NEEDS HELP AND BEING OVERLY EAGER TO DELIVER PFA CONVEYS THE MESSAGE THAT PEOPLE DO NOT HAVE WHAT IT TAKES TO BE RESILIENT TO MANAGE OR RECOVER ON THEIR OWN.
-  LET THE ONES WHO NEED IT COME TO YOU.
-  ALTERNATIVELY, PUT IT OUT THERE FOR WHOEVER WOULD LIKE TO ACCESS IT.







# EMPATHY



**UNDERSTAND THE FEELINGS  
OF ANOTHER PERSON**



**EMPATHIC IMAGINATION**



**SYMPATHY=PITY**



What does Sym mean as a prefix?

Search  
together, same

SYM-, SYN-: together, same

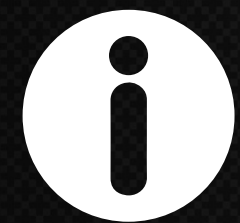




# PRACTICAL NEEDS







# OFFERING GENERAL INFORMATION AFTER A DISASTER IS NECESSARY





# OBSERVER SCALE FROM 1-10



**9-10**

**EXTREME EMOTIONAL DISTRESS-HYPO/HERPERAROUSAL**

**7-8**

**HIGH EMOTIONAL DISTRESS-HYPO/HERPERAROUSAL**

**5-6**

**MEDIUM EMOTIONAL DISTRESS-HYPO/HERPERAROUSAL**

**3-4**

**LOW EMOTIONAL DISTRESS-HYPO/HERPERAROUSAL**

**1-2**

**IDEAL AROUSAL & FUNCTIONING**





## **PFA MODEL OF THE NCTSN**

- 1 Initiate Contact And Engagement**
- 2 Ensure Safety & Comfort**
- 3 Stabilization (if needed)**
- 4 Gather Information On Needs And Concerns**
- 5 Give Practical Assistance**
- 6 Connect Person To Social Supports**
- 7 Provide Information on Symptoms & Coping**
- 8 Link with Collaborative Services**



"Give psychological first aid as applies"

**LOOK**

**LISTEN**

**LINK**


**LOOK!**

LISTEN.  
LISTEN...





## KUBLER-ROSS MODEL OF GRIEF

-  **DENIAL**
-  **ANGER**
-  **BARGAINING**
-  **DEPRESSION**
-  **ACCEPTANCE**



**MEANING**

(Kessler)





## QUESTION TYPES

OPEN

# Open

*What do you think you need to do next?*

*Sorry* We're  
**CLOSED**

# Closed

*Do you want to tell your wife or not? Y/N*



## YOU HEARD ABOUT A CRITICAL INCIDENT BY:



Randomly being a witness to the event



It is within your day job to respond to crises to provide some skill (e.g. EMT)



You were dispatched specifically to respond and offer PFA by others on-scene



You were dispatched specifically to respond and offer PFA by others in the dispatch center who *imagine* you are needed albeit nobody is on scene yet



## INITIAL SIZE-UP

**What do you see?**

*Quantify the scene in terms of:*

**How many PFA patients do you have?**

**What might their needs be?**

**What do you think their distress levels are?**





Who?

# TRIAGE

**Who do I provide PFA to first and why?**

**Divide & Conquer**

Story: Suicide by gas+laughing father





# INTERVENTION

**WHAT?**

*Based upon the symptoms & demeanor your pt is displaying...*

**Which type of intervention would benefit the pt right now?**

**Do they require Stabilization before conversation?**

**Are their basic Maslovian needs met?**

**Would they benefit first from practical assistance?**

**Is it best that you don't intervene and left them alone?**




# AVI TENENBAUM PFA

PSYCHOLOGICAL FIRST AID

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