

Hearing Voices that are Distressing



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Presentation Overview

- ▣ Implementation in Philadelphia
- ▣ Budget
- ▣ Logistics
- ▣ PowerPoint
- ▣ Activities
- ▣ Discussion

Implementation in Philadelphia

- ▣ Use in other counties or agencies?
 - Nursing programs – Villanova University

- ▣ Popularity in Philadelphia
 - Crisis Intervention Team trainings, District Attorneys Office, Public Defenders Office, Drexel University

- ▣ Crisis Intervention Team trainings
 - Twelve trainings per year
 - 850+ officers trained

Budget

Item:	Units	Unit Cost	Cost
Laptop Computer	1	2,000.00	2,000.00
LCD projector	1	1,500.00	1,500.00
Projector Screen	1	600.00	600.00
Office Supplies			
Copy paper	15 Cases	20.00	300.00
Training Materials			
"Hearing Voices that are Distressing"	1	500.00	550.00
Head Sets (Used for mp3 players)	30	17.00	510.00
MP3 player	40	20.00	800.00
		Total Cost:	6210.00

Logistics

- ▣ Timing of module within CIT training
 - Mid-week
 - ▣ Officers are familiar with one another
 - ▣ Have received didactics on several topics
 - ▣ Provides a break from lecture style
 - ▣ Prepares for more interactive role-play modules

Logistics: Materials

▣ MP3 players

- 40+ players, preferably rechargeable
- Headphones and alcohol swabs

▣ Activity Checklists

- Highlight first activity and randomize

▣ Activity Station signs

- Color coordinate

Logistics: Materials

- ▣ Individual activity materials – copies are important
 - People Bingo – one for each participant
 - Mental Status Exam – several copies for “ER staff”
 - Letter Writing – one for each participant
 - License Plate find – index cards with license plate numbers and blank index cards
 - Psychological testing – packets, matches, and answer key

- ▣ Pens, tape, highlighters

Logistics: Administration

▣ Administrators and volunteers

- 2 administrators
- Activity volunteers
 - ▣ 1 person each for People Bingo, Letter Writing, License Plate Find, and Psychological Testing
 - ▣ At least 2 for Psychiatric Emergency Room

▣ Assignment to activities

- Randomly assign to 1 of 4 activities (excluding Letter Writing)
- Typically assign more to People Bingo, Psych Testing, and/or License Plate Find

Hearing Voices PowerPoint

Hearing Voices that are Distressing*

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*Based on the work of Patricia A. Deegan, Ph.D.

Hearing Voices PowerPoint

▣ Didactic portion

- Symptoms of psychotic disorders
- Disorders that may experience hearing voices
- We all hear voices
 - ▣ Similarities and Differences with hearing voices that are *distressing*
 - ▣ Individual, personal experience
- Distinguishing when it is problematic
- Highlighting importance of simulation
 - ▣ 7-10% of contacts with police involve people with mental illness
 - ▣ Psychotic symptoms are the most likely cause for calls to police for intervention with people with mental illness

Hearing Voices vs. Hearing Voices that are Distressing

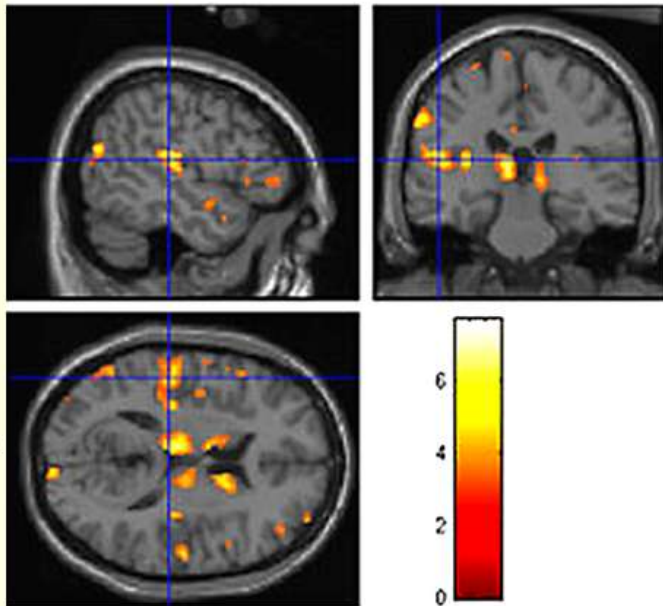
Hearing Voices	Hearing Voices that are Distressing
Same as hearing the voice of your “inner consciousness”	Auditory experience
Can be separated from actual experiences/noises	Difficult to separate from reality
Can easily return to the ‘here and now’ (i.e., “snap out of it”)	Difficulty or inability to return to ‘here & now’ (i.e. cannot just “snap out of it”)

Similarities

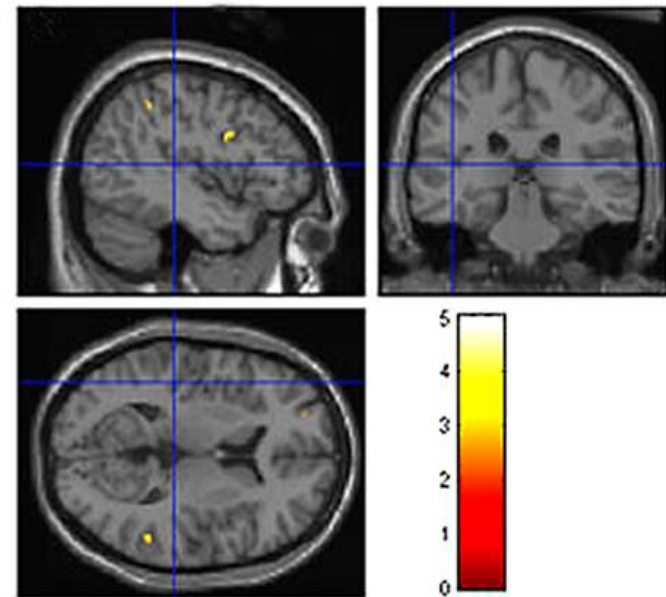
- Both cause increased emotions (positive or negative)
- Both can be intense experiences

Brain abnormalities and Hearing Voices that are Distressing

Hallucinating patients



Non-Hallucinating patients



Hearing Voices PowerPoint

- ▣ Explanatory portion
 - Creation of training simulation
 - ▣ Patricia Deegan, PhD
 - ▣ Psychiatric survivors
 - Simulation as a solitary experience – may socialize, but not to talk about what they are hearing
 - May turn off MP3 if too distressing or headache
 - Checklist and stations
 - ▣ Instructions for activities given at each station
 - Using the MP3 players

Controlling the voices



1. Hold down center PLAY button to turn device ON

2. Solid red indicator light will come on

3. Press the center PLAY button ONCE to begin audio (red light will start flashing)

4. Hold button "up" to increase volume, "down" to decrease volume



Hearing Voices PowerPoint

▣ Debriefing & Discussion portion

- What was it like? Was it what you expected? How so? How not? What kind of voices? Was it distracting? Which activities were easier/harder?
- Based on your experience and today's simulation:
 - ▣ How do you recognize if someone you encounter is hearing a voice?
 - ▣ What can you do to help a person who is hearing distressing voices?
 - ▣ How do you effectively interact with a person who is hearing voices?
- Education and suggestions
 - ▣ Coping strategies, medication effectiveness

Simulation Activities

- ▣ People Bingo
- ▣ Psychiatric Emergency Room
- ▣ License Plate Find
- ▣ Letter Writing
- ▣ Psychological Testing

“Hearing Voices that are Distressing” Checklist

There is a station highlighted below, which is the station you will go to first. You will then complete each of the stations below in the order that it is listed on this sheet. After you complete each task, check it off the list and find your next station. You might not finish all the tasks before the end of the exercise

- Psychological Testing Center
- People Bingo
- Psychiatric Emergency Center
- License Plate Exercise
- Letter Writing

When your MP3 stops, please return to your seat quietly and wait for further instructions.

People Bingo

People Bingo

Someone who has broken a bone	Someone who has blue eyes	Someone who knows what the term "consumer" means	Someone who has been to California	Someone who has curly hair
Someone who can name the last 3 presidents	Someone who plays a musical instrument	Someone who has met a "voice-hearer"	Someone who knows another language	Someone who knows what "recovery" means
Someone who has pierced ears	Someone who can swim	FREE	Someone who can name 2 famous people with mental illness	Someone whose favorite color is red
Someone who knows the name of the CIT Coordinator	Someone who has been to Mental Health Court	Someone who has a dog or cat	Someone who wears glasses	Someone who is over 6 feet tall
Someone who has 3 children	Someone who has been on the "job" for more than 10 years	Someone who has at least 2 siblings	Someone who has a relative who lives out of state	Someone who can name 2 of Philadelphia's Crisis Response Centers

Psychiatric Emergency Center

- Ask questions that would be in a “Mental Status Exam”
 - What is your name? Can you spell your last name?
 - Can you tell me what day it is? What is the date?
 - I am going to say five numbers and I want you to repeat them when I’m done (5-23-67-2-76)
 - I am going to say 5 words, you don’t have to repeat them but listen to them carefully (cat-book-cigar-damage-rain)
 - Who is the president of the United States? Who is the Vice President?
 - Who are the last four presidents of the United States?
 - Starting with the number 100, please count backwards by 7.
 - Can you remember the words I said a few minutes ago?
 - What is wrong with this sentence? “A man was in two auto accidents. The first one killed him, but the second time he got well very quickly.”

License Plate Find

- Officers receive 2 cards, one with a license plate, one blank. The officers are asked to find the car in the parking lot outside and bring back a description of the card that they can write on the blank card.

Vending Machine Find

- ▣ Alternate to License Plate Find, the concept is the same but would work in locations which would not allow going outside or weather which might prevent venturing outside.
- ▣ Individuals are asked to go to the vending machine and locate the item indicated on the index card, then asked to write the location of the item (such as B₄) on a blank index card.

Hi Mom,

Today in class, we made an experiment in reference to people who hear voices. I heard the tape and it made me feel very sick, meaning it is bothering and disturbing and I can't imagine having to hear voices all my life.

Dear Melissa,

I love you so much but I can't take these voices I am hearing anymore. They are driving me crazy. They are always insulting me and telling me what to do. I am going to go to a hospital to see if they can stop this. If not I don't know what I'm going to do.. Everyone stares at me and I cant take it anymore. People treat me like I'm crazy.

Simulation Sample

■ Psychological Testing

Controlling the voices



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Discussion

- ▣ What was it like?
- ▣ Those who have administered the simulation
 - insights, suggestions?