

# PROVIDER TAKEAWAYS

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## THE QUICK HAND-OFF FORM

### WHAT IT IS:

- A one page document specified to give pertinent information about a child experiencing crisis that can quickly be given to first responders, emergency room personnel, crisis workers, or any other professional helping during a crisis
- The one pager contains detailed information about:
  - Identifying information (name, birthdate, etc)
  - List of child's diagnoses, medications, medical problems, and allergies
  - Description of child's behaviors in crisis
  - Tips for interacting with child during a crisis

### HOW IT CAN HELP:

- The form is designed to reduce stress on families during a crisis - they can simply hand the form to professionals so that they can focus on their child instead of providing information
- Families consistently voiced their appreciation of this document as a stress reliever

### HOW PROVIDERS CAN USE IT:

- Easy document to keep on hand to fill out with a family who voices concern over crises
- Ask open-ended questions to help families determine responses for how to best interact with their child during a crisis
- Email families a hard copy of the document once completed and suggest that they keep multiple copies on hand

## THE IMPORTANCE OF LISTENING

When asked about their experiencing completing a crisis plan, families consistently voiced their appreciation for having the space to discuss their child's crises. Often, families with children with dual diagnoses who are experiencing crises feel isolated. Their experience is different from others and they often struggle to access services. When you meet with a family dealing with crises, don't jump right into problem solving. First, offer a listening ear and validate their experience. Parents/caregivers often place a high value on being empathetically listened to.

## DEFICITS IN THE CRISIS RESPONSE SYSTEM

- Families face consistent barriers accessing crisis services - the current systems are inadequately equipped to manage crises of people with dual diagnoses
- Preventative services are also difficult to access - there are often long waitlists and barriers if a child has had recent crises involving harm to self or others
- When talking with families about their options when a child is in crisis, keep these issues in mind, as many families have had negative experiences with the system
- Find out more here - <http://tinyurl.com/coloradoGAP>