

# Referrals to... Nowhere...

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MOTIVATIONALBUCK.COM



**OVERWHELMED**

SURE, I CAN HANDLE THE LOAD. NO PROBLEM.

# The State of Helpers...



Montana Primary Care Association

# What we are NOT discussing today!



# Objectives

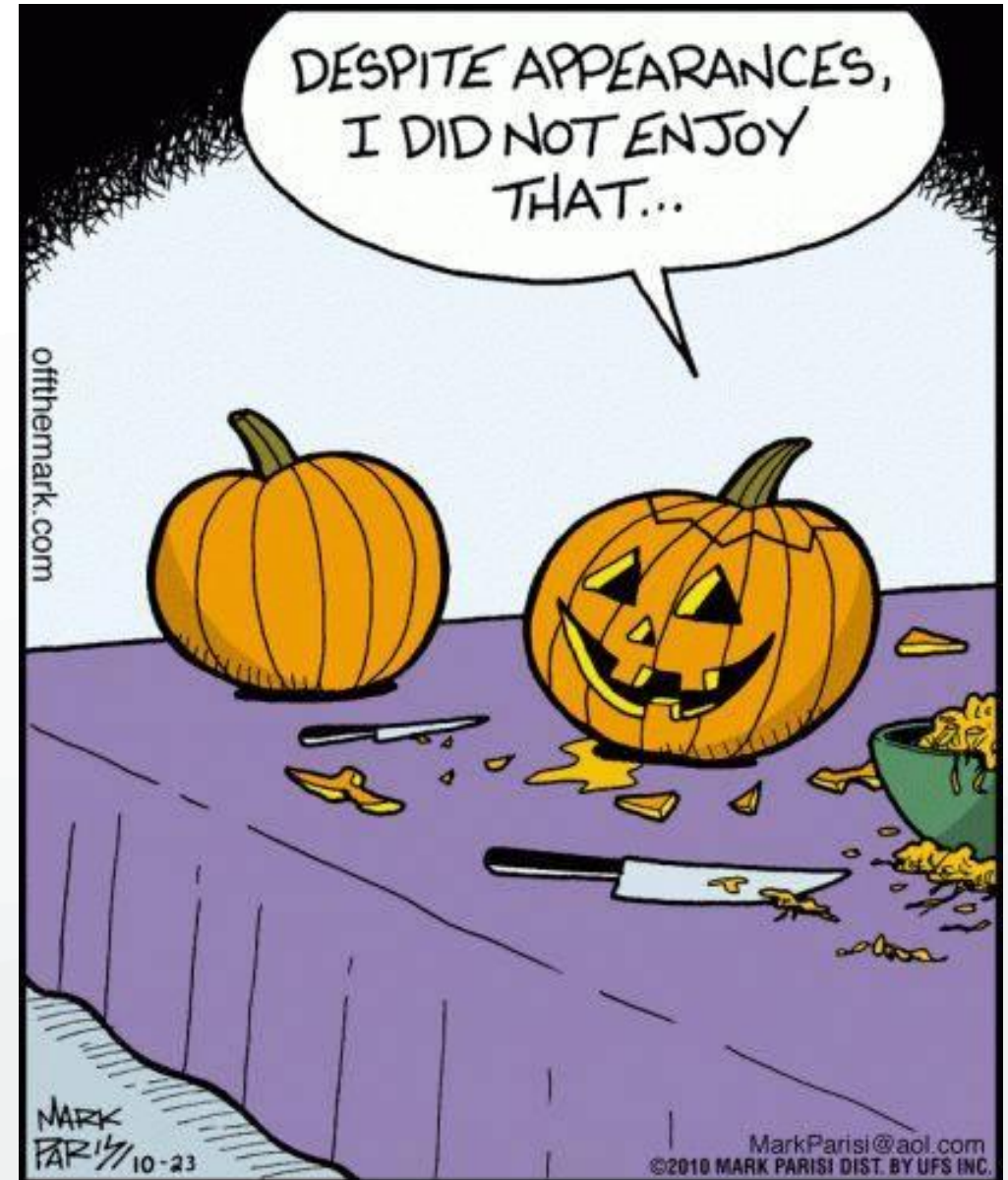
- To know our boundaries.
- What we can and cannot do.
- Set and defend those boundaries (to the best of our ability).
- Do the best work we can for ourselves and our patients/clients.
- To be aligned to what matters to us at home and at work.





# How are you Coping?

- Laughing?
- Crying?
- Exercising?
- Over-eating?
- Substances?
- Avoiding the news?
- Binging the news?
- Avoiding your anxiety with every ounce of your being?



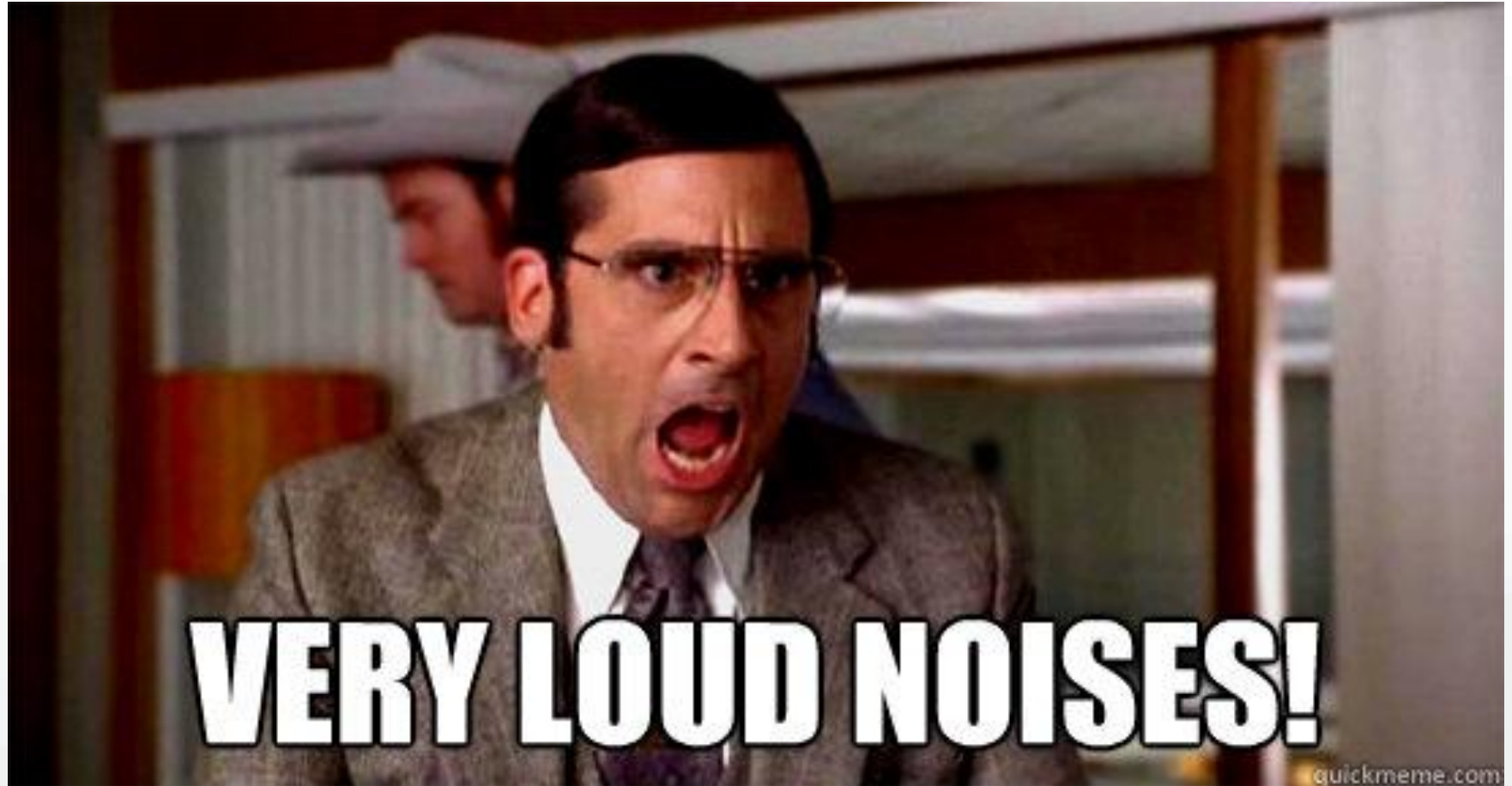
# Emotions Communicate



- Is this a sign that I need to do something?
- Or noise that I have no control of?



**When it's  
noise...**





# Radical Acceptance

## Radical Acceptance



IT'S RAINING!

*No.....!  
It's going to be a gloomy day.  
Well, I can't do any of my plans now.  
Why is this happening to me?  
When will this rain end?!  
My day's ruined!  
It's always raining. I hate this place.  
This is so unfair!*



IT'S RAINING!

*Yep!*





# Distress Tolerance

- I can't "fix" this...
- But I can avoid making it worse for me!
- Personalized – what works for you?
  - What do you have the capacity to do?
- Fully engage your brain so you CAN'T think about other stressors.



# Scripting



"I hope you'll excuse my attire, I've come straight from work."

- Validate the emotion – “You’re absolutely right. This is super frustrating.”
- “You are doing everything you can to figure out where to get resources.”
- “And unfortunately, this is beyond either of our control, but let’s see what we can figure out.”



**Then Brace  
Yourself...**





# Grounding Together

- Use Mirroring & Active Listening Techniques.
  - Same words, same expressions.
- Lean forward.
- Regulate your breathing.
- Softer, slower tone of voice.
- They will follow suite.
- Repeat script...



# Motivational Interviewing

- “What have you tried so far?”
  - Active Listening
- “Can I tell you...”
  - If they say no, stop.
  - If they say yes, proceed.
- “What do you think?”
- **Ask, Offer, Ask**



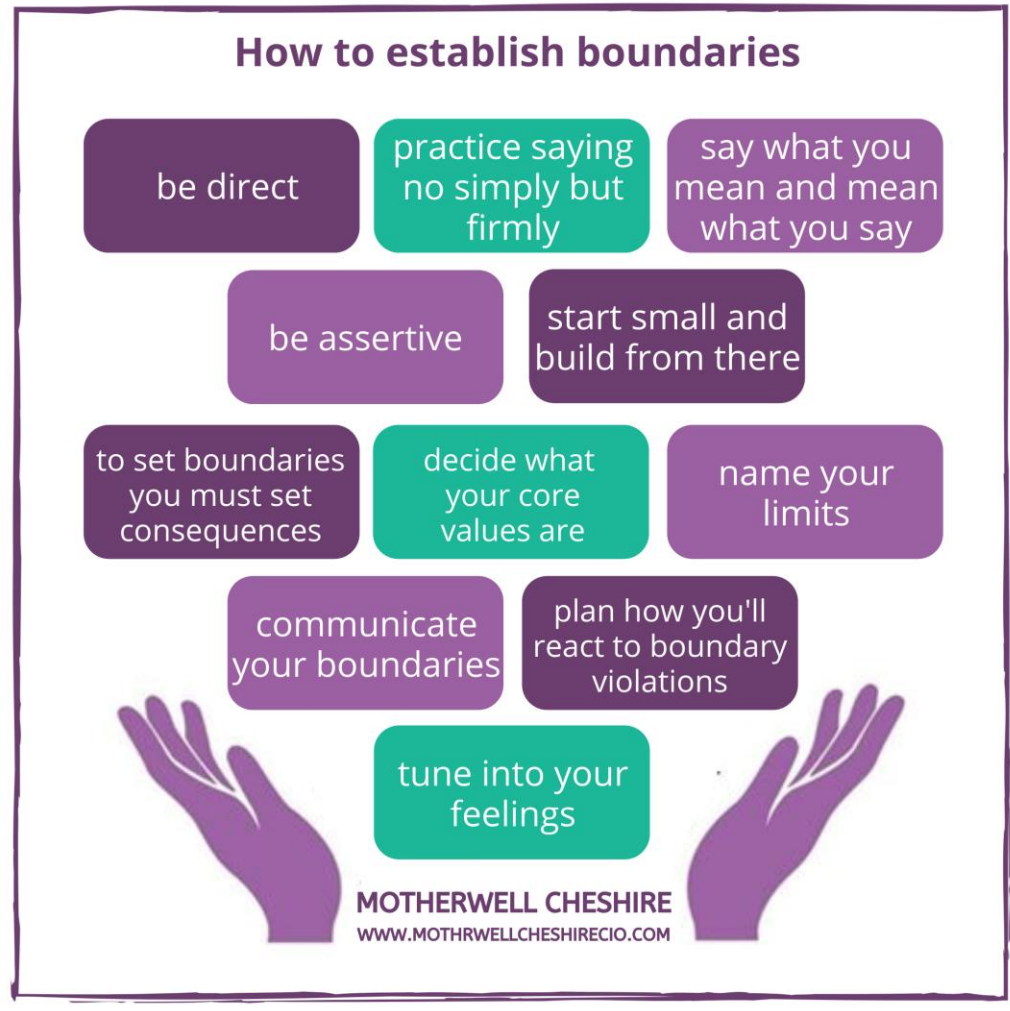
# The Spirit of MI

- Partnership
  - Acceptance
  - Compassion
  - Empowerment
- 
- We practice the spirit.
  - We Ask, Offer, Ask.
  - And allow people to do what they will do.





# Boundaries



- Protect you and the patient!
- It is better to be firm and relax later than the opposite.
- Don't make promises!
- Leave work at work.
- Plan for how you will leave work at work...



# Know Your Resources



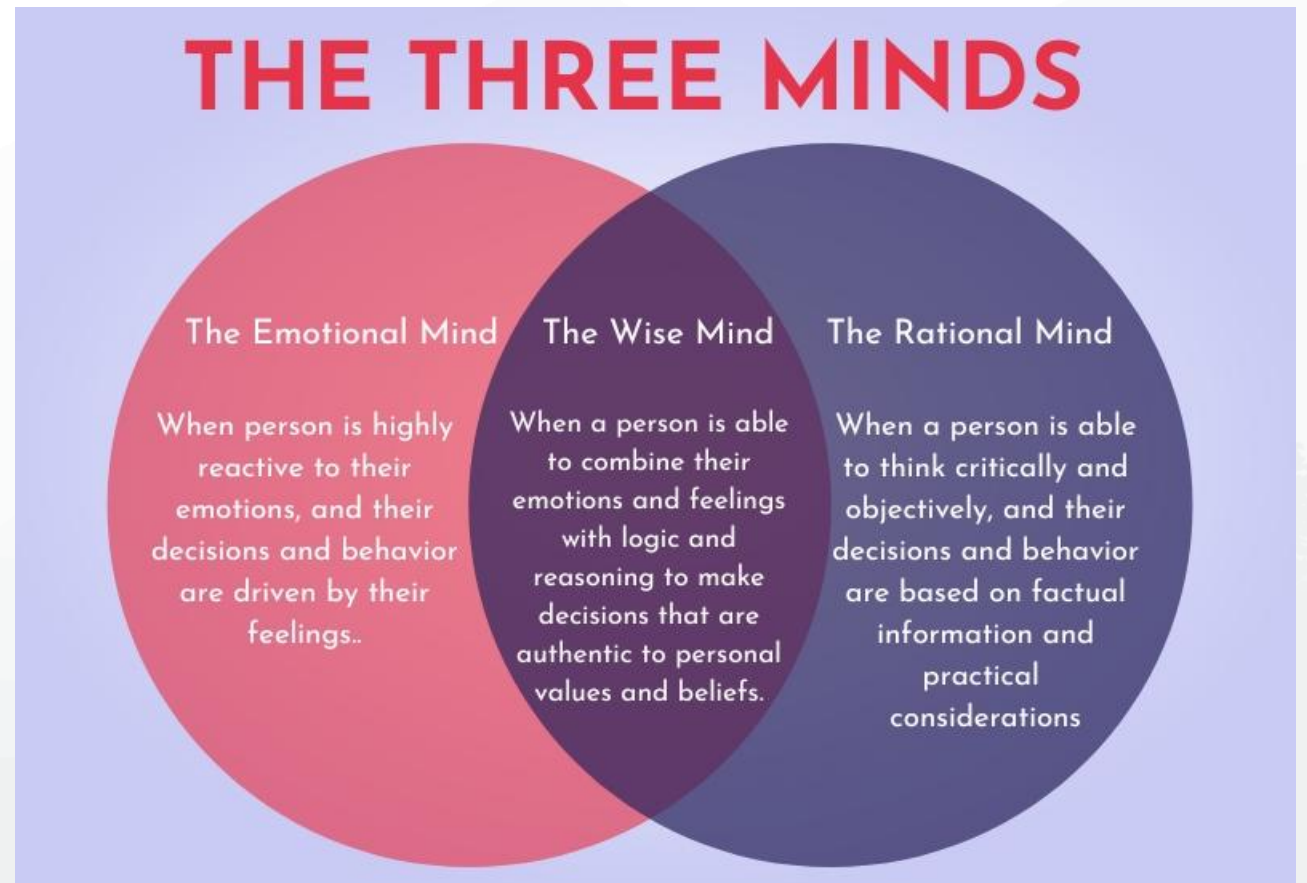
# When it's a sign...





# Wise Mind

- Emotions are meant to motivate.
- Not “good” or “bad,” they just are.

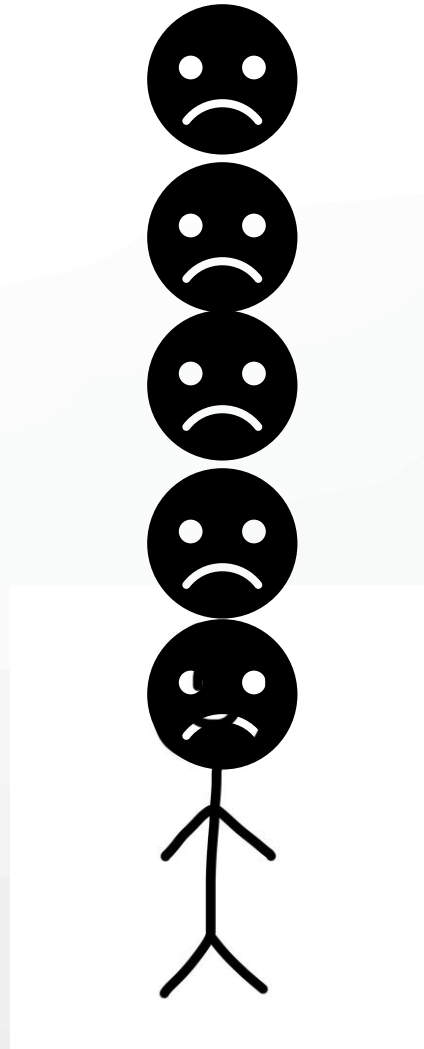


# Consequences...

- When we ignore,
- Or push them into the pit of our stomachs,
- Emotions come out sideways...



# This is You



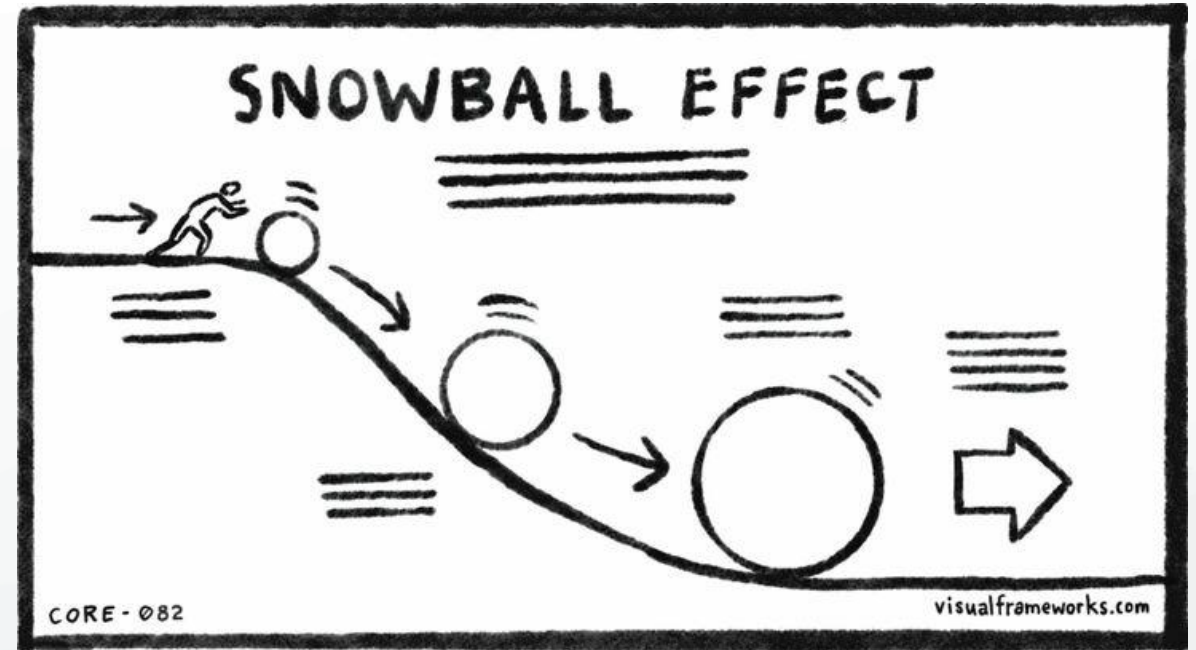
We have to start working through those stressors one at a time to help you feel better.





# Behavioral Activation

- “You told me xyz are problems.”
- “Let’s choose one thing that we can reasonably start taking action steps on today to work on.”
- Aim to start with something easy-ish and actionable.
- Early success is important!!



# Next Step

- Summarize the reasons this is important.
  - You told me that...
  - How important is to you to make this change?
- How confident are you that you can make this change?

On a scale of 0 to 10, how **IMPORTANT** is it for you right now to change?

0 \_\_\_\_\_ 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_ 6 \_\_\_\_\_ 7 \_\_\_\_\_ 8 \_\_\_\_\_ 9 \_\_\_\_\_ 10

Not at all \_\_\_\_\_ Extremely Important

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On a scale of 0 to 10, how **CONFIDENT** are you that you could make this change?

0 \_\_\_\_\_ 1 \_\_\_\_\_ 2 \_\_\_\_\_ 3 \_\_\_\_\_ 4 \_\_\_\_\_ 5 \_\_\_\_\_ 6 \_\_\_\_\_ 7 \_\_\_\_\_ 8 \_\_\_\_\_ 9 \_\_\_\_\_ 10

Not at all \_\_\_\_\_ Extremely Confident

# Everything is an Experiment...

Whether or not you will like broccoli  
when you're young,

Where you want to work,

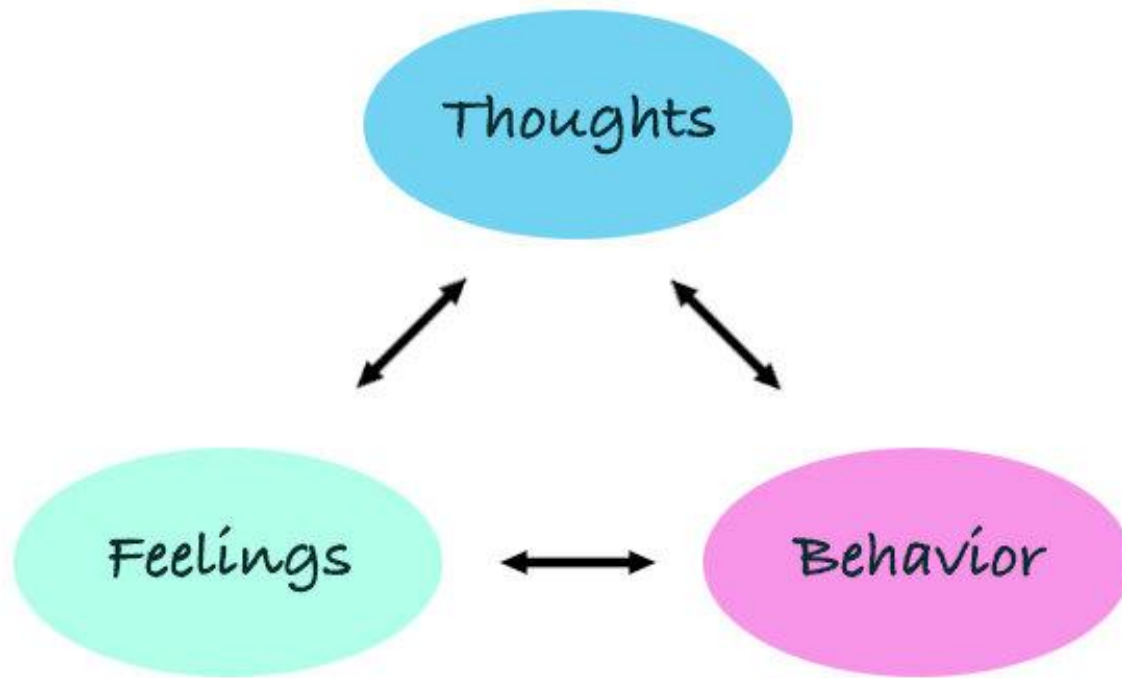
And whether or not this action will  
meet our goal...

So let's test it and see!





# Psychological Flexibility



- Hold ideas lightly.
- What else could this mean?

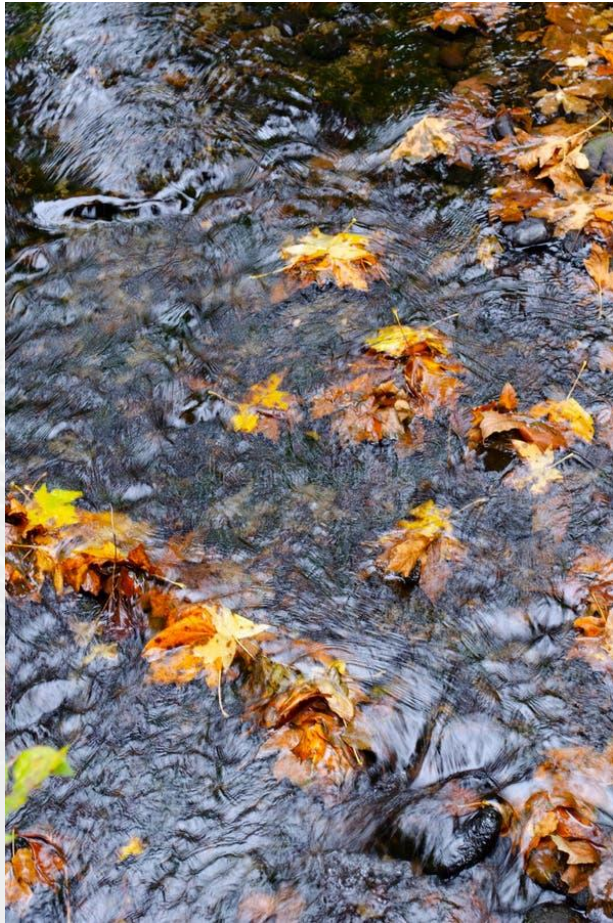


**The problem is...**





# Mindfulness







**"Loyalty and enthusiasm are the two things  
I value most in an employee. You're hired!"**

# Values:

- Autonomy
- Creativity
- Work-Life Balance
- Learning & Development
- Respect
- Accountability
- Empathy
- Collaboration



# Value-Based Action



# Break Out Discussion:

| Context:                    | Work | Home |
|-----------------------------|------|------|
| How I want to be...         |      |      |
| Things I can do...          |      |      |
| What might get in my way... |      |      |
| How I can move forward...   |      |      |







# HELP!



- If you just realized that you need MORE skills in Behavioral Health, please join us for the Community Health Worker Webinars:
  - [Community Health Worker Series - Montana Primary Care Association](#)
- And sign up for updates about our Lay Counselor Academy:
  - [Sign Up](#)
- Questions?
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