

QC25 Suicide Risk Assessment and Management in Emergency Departments – Train-the-Trainer

Can you tell us about your story and why the SRAM-ED program is important to you?	
Vimeo link	https://vimeo.com/716255843/7a48a2330f
Kerrie Keepa	<p>[MUSIC PLAYING]</p> <p>On the 3rd of September 2014, I got a phone call from my 21-year-old son, Chris. He was quite hysterical, and not in a good way. He hadn't been well for a little while.</p> <p>When we got to the hospital, we were told to sit and wait. We waited in the waiting room for five hours, then we were taken into a small room by a doctor. Asked Chris what his problem was, and he told him that he was actually suicidal. He didn't want to live anymore. Sent us home with a card of 10 Valium and told Chris to have a good night's sleep, and he should be OK tomorrow.</p> <p>[MUSIC PLAYING]</p> <p>To say I was angry was an understatement teamed with just terrible grieving for my third child.</p> <p>[MUSIC PLAYING]</p> <p>I actually started a Facebook page called SOS Fast. I put a post up first on Facebook, and 7 million people saw it all around the world. People just kept sharing it.</p> <p>At that particular time, before posting that post I was of the opinion nobody could possibly understand how I was feeling, but the comments I got from people showed that I wasn't alone. There were so many others in the same boat.</p> <p>[MUSIC PLAYING]</p> <p>Then I decided with the amount of people that all were experiencing the same kind of thing as me, maybe I could do something about it. So up on Facebook came a post for change.org. I actually clicked on that post and went through the process.</p> <p>And I thought long and hard. One of the questions was, who do you want to-- this petition to be given to? And I decided on the member for health, Cameron Dick at the time, and asked what it was that I wanted from this petition.</p> <p>And I kept going back to the night at the hospital that I had taken Chris there on the 3rd of September and how I truly felt that the staff really needed to be educated in how to treat people like my son.</p> <p>[MUSIC PLAYING]</p> <p>So I posted the petition online and we got 67,000 signatures on that. And I went to see my local member, and he printed off those signatures, and we took them to Parliament House to meet Cameron Dick.</p> <p>[MUSIC PLAYING]</p> <p>A couple of days later, I got a call telling me that the staff didn't get any such training, and leave it with him and he would see what they could do. Then I got an email from a lady named Dr. Rebecca Sewell, telling me that she had been employed along with a team of people to put together an education programme for accident and emergency staff. That programme was called SRAM ED, and it's now been going for a few years.</p>

QC25 Suicide Risk Assessment and Management in Emergency Departments

What role does engagement play	
Vimeo link	https://vimeo.com/744078716/e57f6faf12
Paul Klotz:	I've taken the effort to be here, and for a male to do that, that is an incredibly, incredibly difficult thing to do, for us to actually say, because the archetype of the Australian male is that big boys don't cry. Get over it, son. Harden up, as Uncle Chopper Read would say. So for us to actually reach out and say, I need help, is a hell of a thing to do.
Tara Douglas	Cultural protocols that may be hindering their treatment that they may not be aware of, so things like sorry business or that fear of coming into a health service or the hospital.
Paul Klotz	I have spent time as a support worker and as the service delivery manager in the NDIS, and I am now looked after by NDIS. So I've seen it from all aspects.
Johnathan Link	<p>I think it's the stigma around mental health. So when someone presents to a clinic, it's a shame factor of having to share their story, whether they're going to be believed in or that sort of perspective.</p> <p>The environment is very clinical, and it's very daunting. Also, not having Aboriginal and Torres Strait Island practitioners makes it a very sort of guarded position, if you want to say it that way.</p>
Tara Douglas	Sometimes language is a big issue, for health professionals to understand Aboriginal and Torres Strait Islander language. English is not necessarily their first language. It might be their second, third, fourth. Understanding what those health professionals are saying to them because some of that language is foreign to them, medical terms and things like that.
Paul Klotz	People with a intellectual, cognitive, or physical disability may present-- that the co-morbidity factor is the one that is not recognised, is that person, more than likely, is suffering a high degree of anxiety, a high degree of stress, more than likely depression, and other factors thrown in.
Tara Douglas	Presenting to a health service and it being a scary place, a lot of people that I know, family members that identify as Aboriginal or Torres Strait Islander, have the same fear that, you go to a hospital, that's where you go to die.

QC25 Suicide Risk Assessment and Management in Emergency Departments

Brad normalisation	
Vimeo link	https://vimeo.com/711444609/46fea4910e
Mel	We often get guys coming through the ED, life's a bit stressed. And they're doing things a little bit tough. And they often come in with thoughts of killing themselves. Have you been having thoughts like that?

QC25 Suicide Risk Assessment and Management in Emergency Departments

Lynette normalisation	
Vimeo link	https://vimeo.com/711445103/337385fdbd
Dr Simon Newman	Sometimes when people are hurting a lot or under an enormous amount of stress they've said that they thought about killing themselves. Have you ever had thoughts like that?

QC25 Suicide Risk Assessment and Management in Emergency Departments

Brad shame attenuation	
Vimeo link	https://vimeo.com/711444521/a784ca9d87
Mel	Given all the pain that you've been going through, I'm interested to know if you've been having thoughts of killing yourself?
Brad	Yeah. I've be thinking about that a lot.

QC25 Suicide Risk Assessment and Management in Emergency Departments

Lynette shame attenuation	
Vimeo link	https://vimeo.com/711445174/1d379cb39d
Dr Simon Newman	Given all the pain that you've been experiencing, I'm wondering if you have been having any thoughts of suicide?

QC25 Suicide Risk Assessment and Management in Emergency Departments

(Brad) Respond with empathy and validation	
Vimeo link	https://vimeo.com/711444668/fb82dfc40f
Mel	Brad, thank you for being so honest and open. It's really important. And it's really valuable that you've come and to see us today. I'm really pleased that you've come here today. The ED's one of the safest places for you to be.

QC25 Suicide Risk Assessment and Management in Emergency Departments

(Lynette) Respond with empathy and validation	
Vimeo link	https://vimeo.com/711445174/1d379cb39d
Dr Simon Newman	I can see that it's really tough right now. Grief is a really difficult process, especially when you're a long way from your family.

QC25 Suicide Risk Assessment and Management in Emergency Departments

(Brad) Cue Skills Practice Part A	
Vimeo link	https://vimeo.com/746729601/4a4fe060bb
Mel	So Brad, what has been going on?
Brad	My missus is always on my case. We've got a lot of debt, and I'm just not getting enough work. I feel like I'm letting my kids down. Sometimes I think they'd be better off without me.

QC25 Suicide Risk Assessment and Management in Emergency Departments

(Lynette) Cue Skills Practice Part A

Vimeo link	https://vimeo.com/746729679/cd243868b9
Dr Simon Newman	The cones that you've been smoking, has that been increasing recently?
Lynette:	Yeah, it has increased. I've been feeling terrible, so guilty about not being able to be at the funeral.

QC25 Suicide Risk Assessment and Management in Emergency Departments

(Lynette) Sensitive invitation	
Vimeo link	https://vimeo.com/711445372/4f39950a56
Dr Simon Newman	Really important for me to try to understand what you were going through yesterday specifically. Did you get the tablets out?
Lynette	Yeah, I did.
Dr Simon Newman	What happened after that?
Lynette	I took two or three. But I couldn't go through with it because of my sister.

QC25 Suicide Risk Assessment and Management in Emergency Departments

(Lynette) Ask about facts	
Vimeo link	https://vimeo.com/711444952/8798c7cc49
Dr Simon Newman	What would you do?
Lynette	I knew a few people from my community that took tablets.
Dr Simon Newman	And when was the last time you thought about taking some tablets?
Lynette	I've been thinking about it a lot, but yesterday was the worst.
Dr Simon Newman	What tablets would you take?
Lynette	I have these sleeping tablets that my doctor gave me.

QC25 Suicide Risk Assessment and Management in Emergency Departments

(Brad) Cue Skills Practice Part B	
Vimeo link	https://vimeo.com/746729826/fb8bd53872
Mel	We often get guys come through the ED, life's a bit stressed, and they're doing things a little bit tough. And they often come in with thoughts of killing themselves. Have you been having thoughts like that?
Brad	I've thought about it a lot things, are so shit.

QC25 Suicide Risk Assessment and Management in Emergency Departments

(Lynette) Cue Skills Practice Part B

Vimeo link	https://vimeo.com/746730083/2e7408271c
Dr Simon Newman	Sometimes when people are hurting a lot or under an enormous amount of stress have said that they thought about killing themselves. Have you ever had thoughts like that?
Lynette	Yeah. I think about it a lot.

QC25 Suicide Risk Assessment and Management in Emergency Departments

(Brad) Safety right now and support	
Vimeo link	https://vimeo.com/711444750/eafff77a3b
Mel	Do you have any tablets or any medicine or anything like that with you today that's on you?
Brad	No.
Mel	OK, cool. I'm going to pop off and get your brother to come and sit with you while we sort the rest of the bits and pieces out in the background. But it's really important that you're here, that you stay. And if you need anything, my name is Mel. The nurses will get me. OK?
Brad	Thank you.

QC25 Suicide Risk Assessment and Management in Emergency Departments

(Lynette) Safety right now and support	
Vimeo link	https://vimeo.com/711445226/78e16e58af
Dr Simon Newman	Where are the tablets now?
Lynette	They're at home in the bathroom.
Dr Simon Newman	Have you got any other tablets at home?
Lynette	No.
Dr Simon Newman	Did you bring any of the tablets with you?
Lynette	No, I didn't.
Dr Simon Newman	OK. What kind of tablets are they?
Lynette	I'm not sure. I can check though.
Dr Simon Newman	OK.