

Mental Health  
Professionals  
Network Ltd

Tel: 03 8662 6600  
Fax: 03 9639 8936  
Add: Emirates House,  
Level 8 251-257 Collins St  
Melbourne VIC 3000  
Email: info@mhpn.com.au  
Web: mhpn.org.au



Webinar

## An interdisciplinary panel discussion

### Collaborative Care, Anxiety and Worry in Adolescence

Monday, 12<sup>th</sup> May 2014

**"Working together. Working better."**

Supported by The Royal Australian College of General Practitioners, the Australian Psychological Society, the Australian College of Mental Health Nurses and The Royal Australian and New Zealand College of Psychiatrists

This webinar is presented by mhpn

Tonight's panel

- A/Prof Lena Sanci (General Practitioner)
- Dr Mandy Deeks (Psychologist)
- Ms Sally Young (Social Worker)
- Prof Brett McDermott (Psychiatrist)

Facilitator

- Dr Mary Emeleus (General Practitioner)

## Ground Rules



To help ensure everyone has the opportunity to gain the most from the live webinar, we ask that all participants consider the following ground rules:

- Be respectful of other participants and panellists. Behave as if this were a face-to-face activity.
- Post your comments and questions for panellists in the 'general chat' box. For help with technical issues, post in the 'technical help' chat box. Be mindful that comments posted in the chat boxes can be seen by all participants and panellists. Please keep all comments on topic.
- Your feedback is important. Please complete the short exit survey which will appear as a pop up when you exit the webinar.

## Learning Objectives



**Through an interdisciplinary panel discussion about Susan (case study), at the completion of the webinar participants will:**

- Better understand anxiety and worry in the context of adolescence
- Identify the key principles of the featured disciplines' approach in screening, diagnosing, and supporting adolescents experiencing anxiety and worry
- Explore tips and strategies for interdisciplinary collaboration between practitioners managing cases like Susan

***NB: The case study is designed to be open ended in order to raise questions, provoke thought and generate discussion.***

## General Practitioner Perspective



### Dr CE Rapp



'Good medical care of the adolescent does not depend on the speciality of the provider, but on the sensitivity of the physicians to the enormous physical and psychological changes that are taking place during the teenage years.'

Annals of Internal Medicine 1983



A/Prof Lena Sanci

## General Practitioner Perspective



### Best Practice Framework

- Developmental perspective
- Key clinical skills
  - Validate parental concerns while also negotiating time with the adolescent alone
  - Approach to confidentiality
  - Communication skills
  - Risk and protective factor psychosocial assessment
- Youth friendly clinic
  - Deal with medical issues but in a youth friendly way
- Multidisciplinary and intersectoral approach



A/Prof Lena Sanci

## General Practitioner Perspective



### Engaging

- A term used to describe the building of rapport between doctor & patient
  - Greet young person first
  - Ask them to introduce accompanying adults
  - Take an interest in them as a person
  - Show empathy with where they are at
  - Explain processes: who you are, what you are doing and why you are doing it – to empower



Source: Sanci L, Young D 'Engaging the adolescent patient' Australian Family Physician v.24, no.11 November 1995

A/Prof Lena Sanci

## General Practitioner Perspective



### Clinical Approach



**Doctor's attitude & interviewing style**

- Be yourself while maintaining a professional manner
- be relaxed, open, flexible, honest and straight forward
- Appear unhurried even if time is limited



A/Prof Lena Sanci

## General Practitioner Perspective



### The 'Heads' Approach

- H** home
- E** education/employment/eating/exercise
- A** activities/peers
- D** drugs/cigarettes/alcohol
- S** sex/sexuality/(abuse)
- S** suicide/depression screening/other symptoms
- S** safety

John M Goldenring & Eric Cohen

Contemporary Pediatrics July 1988 pp 75-90



A/Prof Lena Sanci

## General Practitioner Perspective



### Clinical Approach

- Sensitive physical examination - reassure
- Feedback & negotiate management plan
- Discuss contact details, health access
- Permission if need to talk to others
  - rehearse what to say
- Sensitive method if referral is needed
- Provide hope
- Provide resources e.g. self-help options online



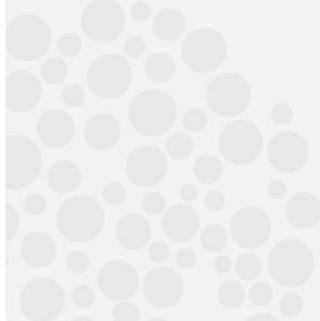
A/Prof Lena Sanci

## General Practitioner Perspective



**It's all in the way you say it ...**

- Communication skills
- Empowering young people
- Helping parents



A/Prof Lena Sanci

## General Practitioner Perspective



### Adolescent Mental Health in General Practice

Create connectedness in the GP setting

- Safety
  - Clinical approach: rites of passage e.g. seeing doctor alone, confidentiality explained
  - Clinical environment: friendly receptionists, waiting room materials
- Communication
  - Friendly, non-judgemental, listening
  - Sensitive examination
- Positive regard
  - feedback, negotiate plan, compliment, ask permission



A/Prof Lena Sanci

## Psychologist Perspective



### Where to begin?

- The relationship
- Conversation starters
- What is... worry... anxiety... depression?
- Screening tools/key questions?
- Personal psychological vulnerability



Dr Mandy Deeks

## Psychologist Perspective



### Emotions/feelings

- Importance of being able to identify, name & express emotions – emotional literacy
- Are they?
  - Primary
  - Secondary
- Cues



Dr Mandy Deeks

## Psychologist Perspective



### Thoughts/language

Cognitive analysis – the distortions?

- Listen to the language
  - Overgeneralising
  - Personalising blame
  - Belittling – minimising success
  - Magnification - catastrophising

**Susan's words - she will “never amount to anything”**



Dr Mandy Deeks

## Psychologist Perspective



### Some extra thoughts

- Polycystic ovary syndrome?
- Menstrual pattern & cycle?
- In fact - any patterns?
- Where is the anchor?



Dr Mandy Deeks

## Social Worker Perspective



### Adolescence and anxiety

- Increased self consciousness
- Anxiety about body, puberty and development
- Increased sensitivity to the opinions of the group
- Some individuation from family, sometimes leading to feeling lost and alienated from parents
- The anxiety of being no longer a child but not yet an adult - "who will I be?"
- Diagnostically being alert to the extent and form of the anxiety e.g. social, generalised, panic, acute stress, eating dysregulation and trauma

Ms Sally Young

## Social Worker Perspective



### In the consulting room

- Acknowledgement of emotional pain
- "It looks like this is hard"
- Be aware of the potential mixed feelings about seeking help. Be aware the adolescent may wish to be understood and not understood (Margot Waddell)
- Encourage Susan to tell her story
- "When did you start to feel this way?"

Ms Sally Young

## Social Worker Perspective



### Process

- Be empathetic but also observational
- Ann Alvarez - "Close enough to feel but far enough to think"
- Be curious and interested in understanding Susan's suffering, but be alert to Susan feeling intruded upon
- Be aware this is a consultation not a therapy. Clinician is working out what will be important to do from here
- Be aware of the emotional temperature in the session - not "too hot" (too overwhelming), not "too cold" (too abstracted, too cognitive)
- Describe defences if needed - don't attack Susan's defences
- Be aware of anxiety about privacy, yet avoid committing to absolute confidentiality
- Include Susan's relationship with the phone in the session - is it a way of connecting or avoiding? However, also manage this boundary if needed

Ms Sally Young

## Social Worker Perspective



### Provisional thoughts

- The significance of the losses for Susan
- The loss of her parents' marriage and her father being at home. How has this affected Susan?
- Alongside the loss of the boyfriend and the potential humiliation of him going out with a friend. Does this connect with anxiety about her body and her gender identity?
- Have the changes of adolescence felt more like losses than gains?
- The loss of esteem. How much does she "feel bad about feeling bad"?
- How much has she lost or not had a secure relationship with her parents? "Who do you speak to when you are worried?"
- Has the relationship to siblings changed? Is Susan overshadowed, does she feel in "the middle"?
- How worried is she about herself or how much does the family / the school carry the worry?

Ms Sally Young

## Social Worker Perspective



### Management dilemmas

- Assessing: does Susan need, want and can make use of help?
- If so, is it best with the GP or school counsellor or CAMHS or others?
- Is individual therapy or with parent(s)/family best?
- Are the parents able to carry some worry together? If not what sort of support, psycho-education would be useful for Susan's mother?
- At the end of the sessions, discussing with Susan what will be said to mother - "your words are private, but would you be happy for me to speak to your mother about the themes and burden of your worries?"

Ms Sally Young

## Psychiatrist Perspective



### My key decision points:

- Is the presentation in the context of otherwise normal development?
- Or has there been long standing issues e.g. for many years?
- What does a system/family analysis tell me?
- Any safety issues, especially suicidal planning?

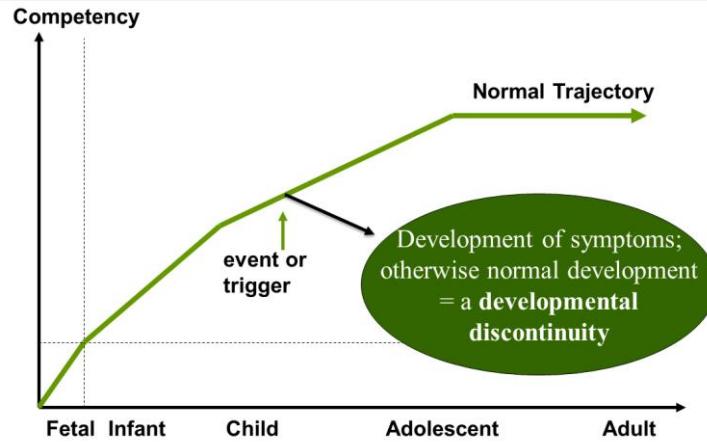


Prof Brett  
McDermott

## Psychiatrist Perspective



### Mental health symptoms as a developmental discontinuity

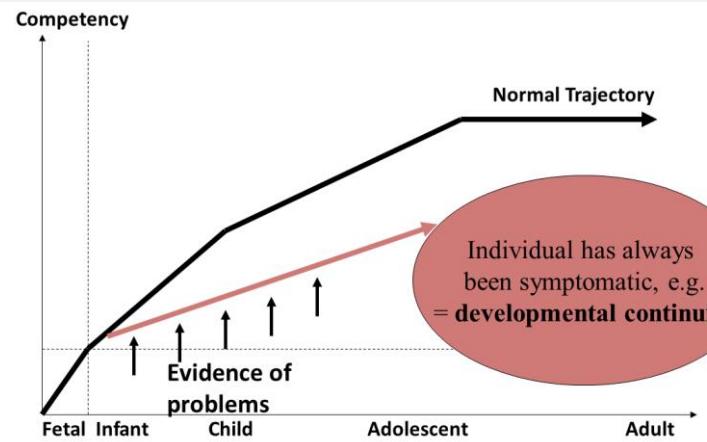


Prof Brett  
McDermott

## Psychiatrist Perspective



### Mental health symptoms as a developmental discontinuity

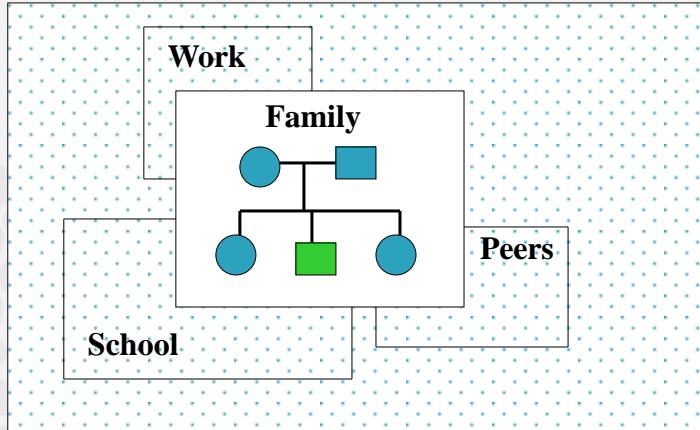


Prof Brett  
McDermott

## Psychiatrist Perspective



### Broader systemic perspective



Prof Brett  
McDermott



Q&A session

## Thank you for your participation



- Please ensure you complete the *exit survey* before you log out (it will appear on your screen after the session closes). Certificates of attendance for this webinar will be issued in 4-5 weeks
- Each participant will be sent a link to online resources associated with this webinar within 1-2 days
- Our next webinar *Collaborative Care and Mental Health of People from Migrant Backgrounds* will be held on Tuesday, 3<sup>rd</sup> June 2014. Visit [www.mhpn.org.au/upcomingwebinars](http://www.mhpn.org.au/upcomingwebinars) to register.

Are you interested in leading a face-to-face network of mental health professionals in your local area?

MHPN can support you to do so.

Please fill out the relevant section in the exit survey. MHPN will follow up with you directly.

For more information about MHPN networks and online activities, visit [www.mhpn.org.au](http://www.mhpn.org.au)





**Thank you for your contribution and  
participation**

