

Mental Health Crisis Prevention and De-escalation Video

Quiz Checker



Name _____ Date _____ Score _____

Correct answers are in **bold**. **Video time codes** can help viewers go to questions they missed on the quiz.

1. **What determines the outcome of a mental health crisis?**

Video segment from 01:40 to 02:16

- a. Good teamwork
- b. Your response**
- c. The actions and decisions of the person with the mental health crisis

2. **What happens during Stage 2 in the Mental Health Crisis Life Cycle?**

Video segment from 03:36 to 05:48

- a. The person's actions begin to disrupt others**
- b. The caregiver intervenes to stop verbal and physical abuse
- c. The person begins to calm down

3. **What was the cause of Jon's aggressive behavior in the second de-escalation example?**

Video segment from 22:13 to 24:14

- a. Anger
- b. Headache**
- c. Agitation

4. **One example of a mental health crisis is:**

Video segment from 02:24 to 02:58

- a. Pacing the floor
- b. Destructive actions like hitting, kicking and breaking things**
- c. Big moods swings between mania and depression

5. **Caregivers can help prevent mental health crises by:**

Video segment from 10:39 to 12:16

- a. Telling the person to calm down
- b. Avoiding power struggles**
- c. Not talking with a person when they are verbally or physically aggressive

6. **What is the three-step process you should use to de-escalate a mental health crisis.**
Video segment from 14:44 to 17:15
- a. Airway...Breathing...Circulation
 - b. Act...Listen...Learn
 - c. Listen...Understand...Act**
7. **Never say _____ when trying to de-escalate a crisis.**
Video segment from 18:19 to 18:45
- a. "I'm here to help you"
 - b. "Why can't you be reasonable?"**
 - c. "You're looking fine today"
8. **What is the top concern you should have when de-escalating a mental health crisis?**
Video segment from 16:54 to 17:53
- a. Keeping the volume low of the person yelling, hitting or throwing things
 - b. The safety of you and others**
 - c. Not allowing a person to challenge your authority when you ask them to stop their actions
9. **One mental health crisis prevention tip is:**
Video segment from 12:17 to 13:36
- a. Developing a personal prevention plan**
 - b. Discharging residents with bi-polar disorder
 - c. Using the Listen...Understand...Act three-step de-escalation process
10. **A past history of aggression is a good predictor of:**
Video segment from 09:34 to 10:38
- a. How well someone will respond to group therapy
 - b. Future mental health crises**
 - c. Post-traumatic stress disorder (PTSD)