



## How to Create a Psychiatric Advance Directive (PAD) Facilitator Guide

Thank you for your interest in My Mental Health Crisis Plan. This step-by-step guide is a companion to the app. It helps members of the mental health care team serve as facilitators for the process of how to create a psychiatric advance directive (PAD). A PAD is also called a mental health advance directive.

A facilitator can help an individual complete their PAD. Studies suggest that about two-thirds of individuals with serious mental illness (SMI) would complete a PAD if they are given an opportunity and they receive any assistance they need. When you help someone create a PAD, you help provide person-centered care.

Before you go any further, take a moment to download the app.

- 1 Open the Apple App Store or Google Play Store on your device.
- 2 Search for My Mental Health Crisis Plan.
- 3 Tap the button to install the app.

Read on to find more information about PADs and details on how to use the app.

My Mental Health Crisis Plan and this facilitator guide build on the research and work of several sources. This includes Duke University, the National Resource Center on Psychiatric Advance Directives, and SAMHSA's *A Practical Guide to Psychiatric Advance Directives*.



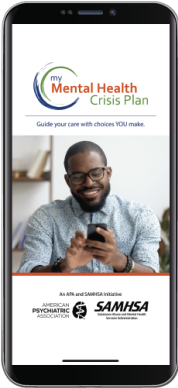
#### GRANT STATEMENT

Funding for this initiative was made possible (in part) by Grant No. 1H79SM080818-01 from SAMHSA. The views expressed in written conference materials or publications and by speakers and moderators do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.

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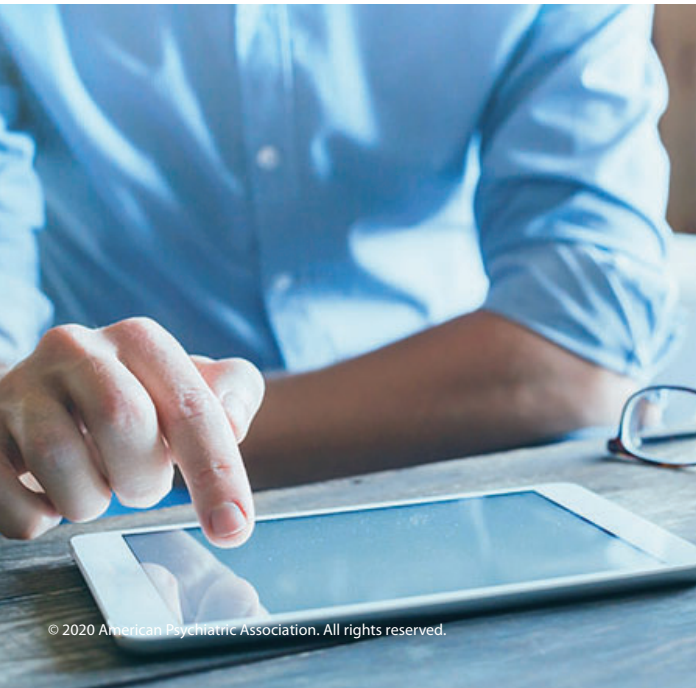
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## Introduction to Using This Facilitator Guide



With serious mental illness (SMI), crises can be difficult to predict. Sometimes there are no warning signs. Crises can occur even when individuals follow treatment plans and work with mental health professionals. Unfortunately, the nature of mental illness is unpredictable. That is why it is important to plan ahead and create a PAD. A PAD allows an individual to make their treatment preferences known. That way, if and when a crisis occurs, the individual has a voice in their care.

My Mental Health Crisis Plan walks the individual through a step-by-step process to create a PAD. Some people are able to create a PAD with just the app alone. Others need the help of a facilitator to go through the process. This facilitator guide provides an overview of that process and how to use the app. It also offers guidance on how to introduce concepts that are part of a PAD.



## Creating a PAD is Helpful to Individuals

- ✔ It helps them think through and clarify their preferences for treatment.
- ✔ As they create a PAD, they may have discussions that even help prevent crises from occurring.
- ✔ It gives them a voice during a crisis, instead of their preferences not being known.
- ✔ It allows family members, clinicians, and others in the social support network to be better advocates for them.
- ✔ People who have a PAD are more likely to feel that their personal needs for mental health services are being met.

## Creating a PAD is Helpful to Mental Health Clinicians

- ✔ A PAD can enhance the therapeutic alliance between an individual and those on their treatment team.
- ✔ It can enhance the process of informed consent.
- ✔ It can allow someone's family or significant others to be an official part of their treatment.
- ✔ It can improve continuity of care.



## PADs Help You Provide Evidence-Based, Person-Centered Care

PADs are part of the framework of person-centered care. Many studies show that when you support the use of PADs, it enhances the care that people receive. This is true for individual clinicians all the way up to entire health systems. PADs align with the highest standards of care in mental health. Individuals who use PADs are:

- ✓ Less likely to require coercive interventions during crises.
- ✓ More likely to adhere to medications after discharge.

## The Centers for Medicare and Medicaid Services

The patient has the right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.

Condition of Participation: Patient's Rights, 42 C.F.R. §482.13, 2019

## The Joint Commission

Accredited behavioral health care organizations that serve adults with serious mental illness must:

- ✓ Document whether an adult has a PAD.
- ✓ Share resources that help an adult create a PAD, upon request.
- ✓ Ensure that all clinical staff who are involved in the care, treatment, or services provided to an adult are aware of whether the adult has a PAD and know how to access it.

Source: Improving Care with Psychiatric Advance Directives. Quick Safety Issue 52, The Joint Commission, February 2020

## A PAD Does Not Create Rigid Guidelines Around Care

There is often confusion about what a PAD means for treatment decisions. Clinicians may think a PAD binds them to a person's specific preferences for care. However, that is not the case. A person's health and safety are always the most important factors to consider. There are several times when a person's care may not align with their PAD:

- ✔ If it conflicts with "generally accepted community practice standards."
- ✔ If the treatments they request are not feasible or available.
- ✔ If it conflicts with emergency treatment.
- ✔ If it conflicts with applicable law.

## PADs Help Reduce Disparities in Care

A PAD supports the ethical principles of autonomy, beneficence, and justice. It may be useful in addressing justice in mental health settings. For example, people of color are more often taken to the hospital for psychiatric reasons. A PAD can be a powerful tool to reduce involuntary treatment, which research shows is one of the most disturbing aspects of the mental health system.

### Introduce PADs as Part of Usual Care

- ✔ Include dialogue around PADs alongside other discussions about physical health directives.
- ✔ Talk with individuals and their family members about PADs during discharge instructions.

## Using the App

Before you use My Mental Health Crisis Plan, here are some helpful tips to keep in mind.

### The app is designed for ease of use.

Large buttons and text fields make selections and finger swipes simple. High contrast text makes it easy to read.

### The app is completely secure.

The PAD and any details in it are stored only on an individual's personal device. The PAD is shared only with whomever an individual chooses.

### The app splits up the process to create a PAD into separate sections.

You can skip ahead or go back to any section at any time. Any progress or changes you make are saved as you work.



- 1 Blue: indicates a completed section
- 2 Red: indicates a section where more information is needed
- 3 Green: identifies the section you are in right now
- 4 White: indicates a section that you have not started yet

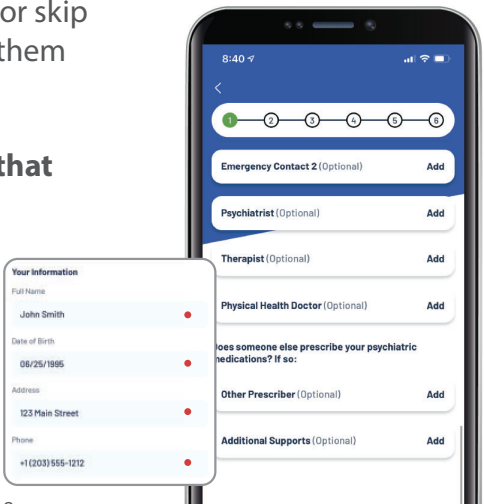
### Most fields within the app are optional.

Individuals can choose to complete or skip these fields and return to complete them at any time.

### There are some mandatory fields that must be completed.

They are clearly marked with a red dot or a red asterisk with red text.

An individual can complete these fields at any time after the PAD is on their device.





## Using the App

### **A facilitator can easily share a PAD at any time.**

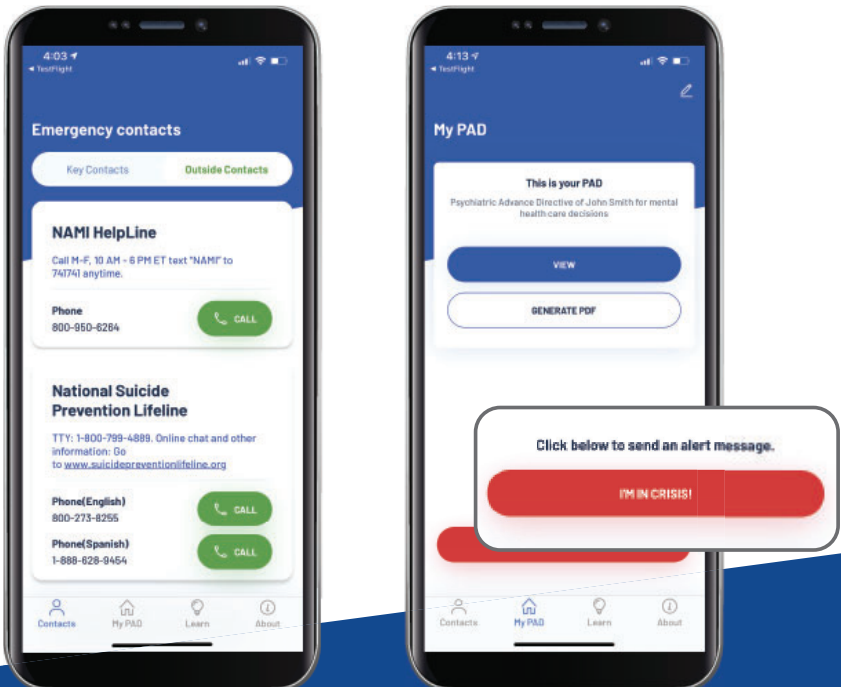
The app uses QR codes that an individual can scan to transfer the PAD to their own device. The PAD is then fully deleted from the facilitator's device.



Once the PAD is on the individual's device, they can share it with others at any time. The app allows sharing via QR code and email. It is a good idea to share a PAD with family, friends, and mental health clinicians.

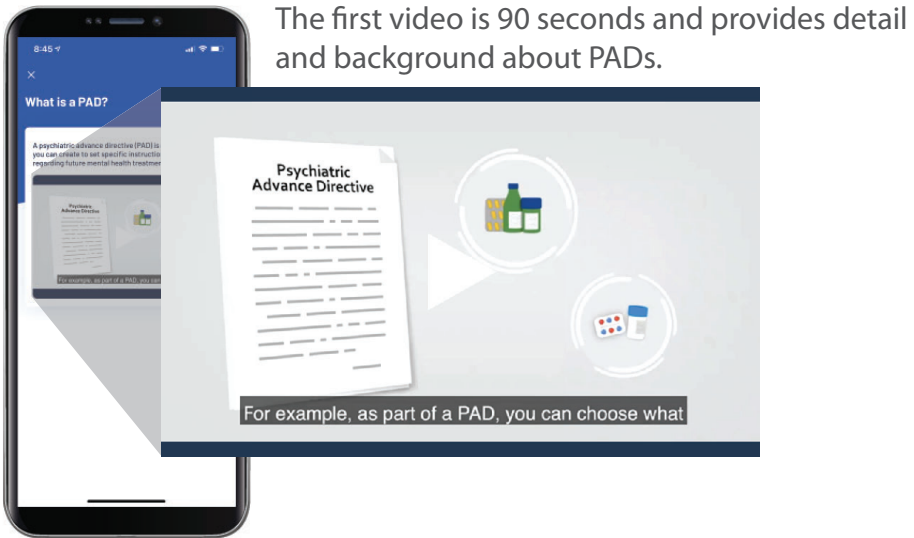
### **If a person is in crisis, they can reach help through the app.**

It is hard to predict when a crisis will occur. Yet help is only clicks away. There are links to fully staffed help lines. And there is a way for an individual to send a message to their key contacts identified in their PAD.



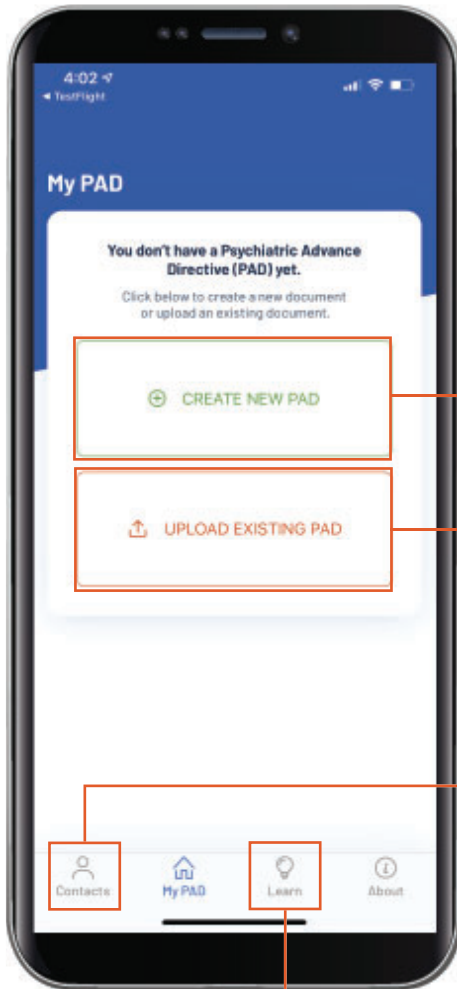
## Short Videos

The first time any person launches the app, there is an option to watch two short, educational videos. We strongly suggest that all app users watch these videos.



## My PAD

Every person sees this screen before they begin their PAD.



Starts the process of creating a new PAD.

Opens the camera on your device to scan a QR code and upload an existing PAD.

Access key contacts that are instantly saved when you create a PAD.

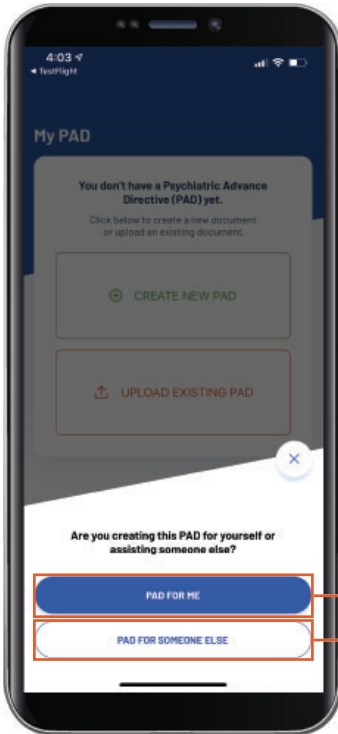
Find answers to common questions and other information about PADs.

You can also find both 90-second videos in this section and watch them at any time.

# App

## My PAD

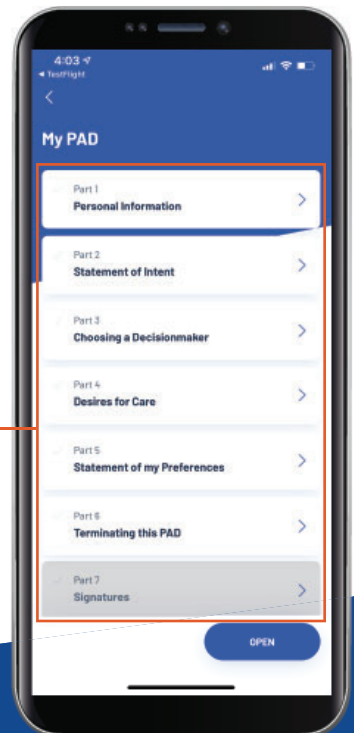
After you click Create New PAD, there are two options to proceed.



Individuals choose this option.

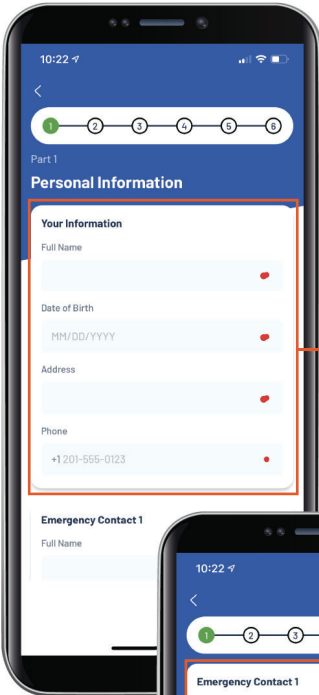
Facilitators choose this option.

This is the first screen you see at the start of the process to create a PAD.

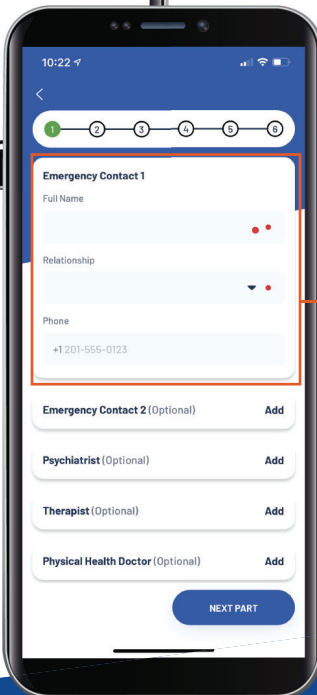


## Personal Information and Emergency Contacts

In this section, individuals list contact information for people who should be notified if a crisis occurs. Talk with them about who these contacts are. Help them find the right details if they are unsure.



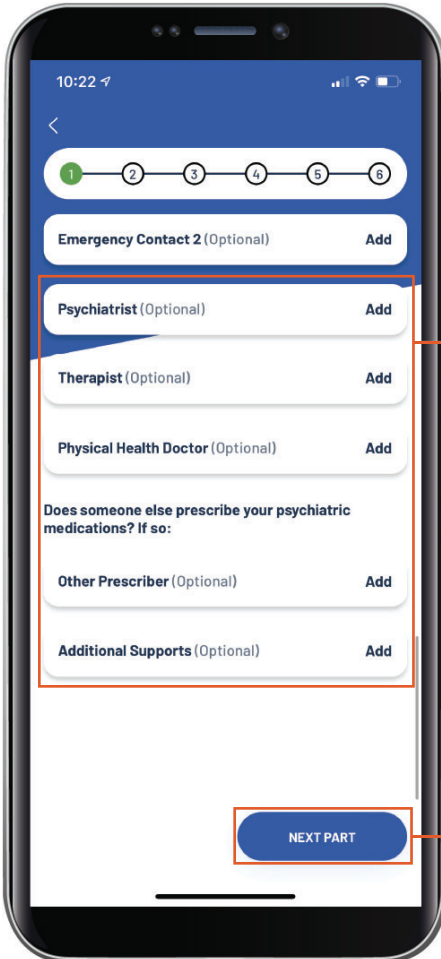
Details about themselves.



Details about an emergency contact.

## Mental Health Team Contacts

There are fields for individuals to list their mental health clinicians. Even though these fields are optional, it is a good idea to make use of them. It is important to include these details in a PAD.



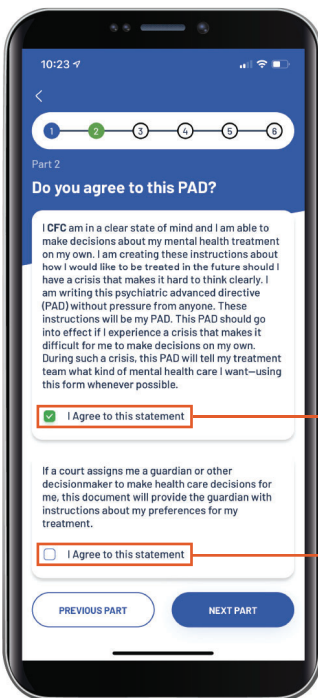
Details about mental health clinicians.

Advances to next area of PAD.

## Do You Agree to This PAD?

In this section, individuals need to consider decisions around important aspects of a PAD. Some of these decisions include choices to agree that:

- ✔ They are in a clear state of mind.
- ✔ Their PAD goes into effect if they are unable to make decisions or lack capacity.
- ✔ Their PAD stays in effect until they regain capacity.
- ✔ The preferences in their PAD will be followed as best as possible, although at times it may not be possible due to circumstances.
- ✔ A decisionmaker that they choose can act on their behalf to make decisions.



✔ On the facilitator’s device, it is optional to agree with these statements.

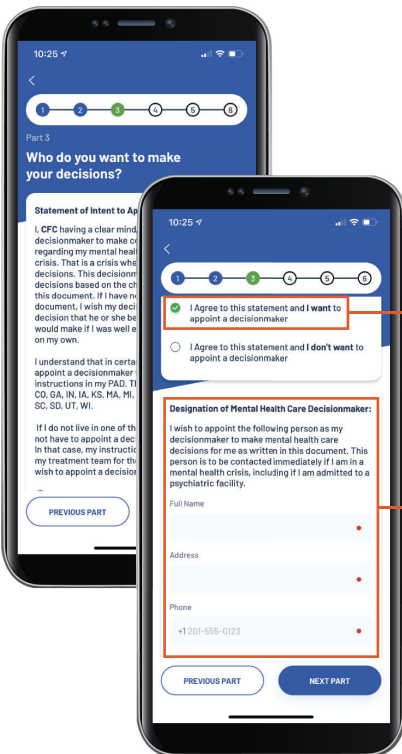
Once the PAD is on the individual’s device, they must agree with these statements.

## Who Do You Want to Make Your Decisions?

In this section, individuals need to consider if they want to appoint a decisionmaker. A decisionmaker directs someone’s care if they do not have the capacity to do so. This person uses the preferences in someone’s PAD to guide decisions. In some states, this is a required part of a PAD.

It is a good idea to talk with an individual about:

- ✔ Who are people they trust
- ✔ The benefits of having someone who can make decisions on their behalf
- ✔ Decisions they may want someone to make for them
- ✔ Decisions they may not want another person to make for them



Individuals can choose to appoint a decisionmaker

Input contact info for the decisionmaker

This information is automatically added to part 5 of the PAD.

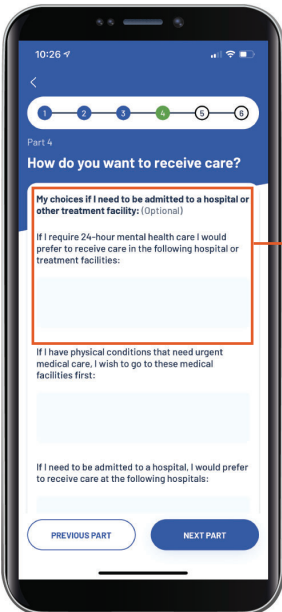


## How Do You Want to Receive Care?

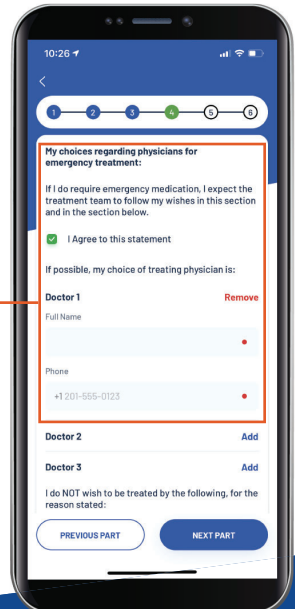
In this section, individuals need to make mindful decisions about treatment preferences. Some of these decisions include the option to state preferences around:

- ✔ Treatment facilities
- ✔ Types of treatment
- ✔ Health care professionals
- ✔ Medications

It is a good idea to talk with individuals about past experiences as they start this section. This includes both the positive and the negative. Help them think about prior events and shape their preferences around what helped them make the best recovery.



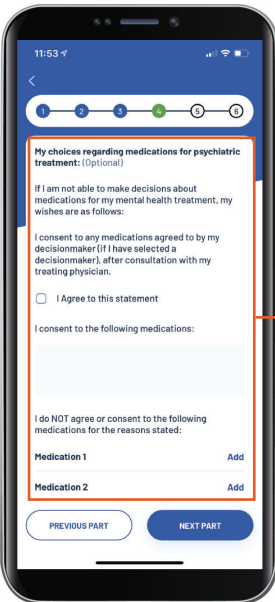
Enter the name of each facility along with its city and state.



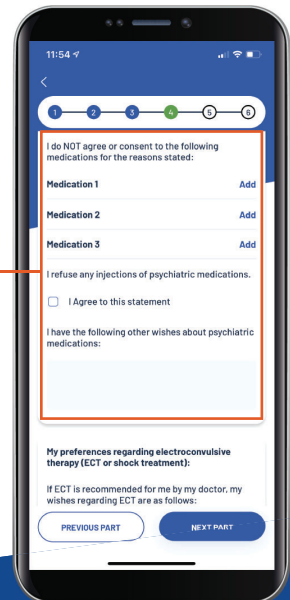
Enter the name of each physician along with their phone number.

## How Do You Want to Receive Care?

There may be times when an individual has questions about medications. They may also have questions about types of treatments or other interventions, such as electroconvulsive therapy (ECT). If this occurs, remind them to discuss these questions with their psychiatrist and others on their mental health care team. They can always return to this section of their PAD and make changes at any time.



Enter each medication as either its brand or generic name.



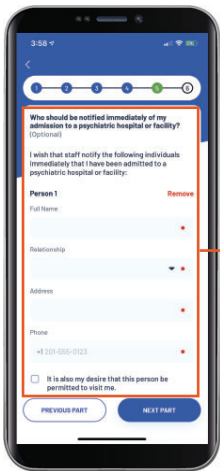
Enter each medication and any personal reason why it is not wanted.

## Who Should Be Notified?

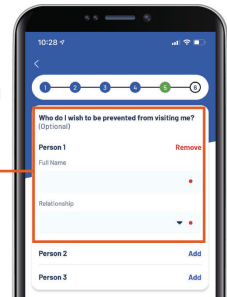
In this section, individuals need to make decisions about key contacts. This includes the option to make specific choices around who should:

- ✓ Get notified right away during a crisis
- ✓ Be prevented from visiting
- ✓ Care for children during a crisis

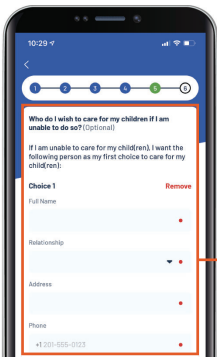
It is a good idea to talk with individuals about who can be there to support their recovery. Help them think about who would prevent recovery and should not be allowed to visit. Also talk about who may help take care of their children if they are unable to do so.



Enter the name of each person and specify if they are a Spouse, Family Member, or Friend.  
Enter their address along with city and state.  
Enter their current phone number.



Enter the name of each person and specify if they are a Spouse, Family Member, or Friend.



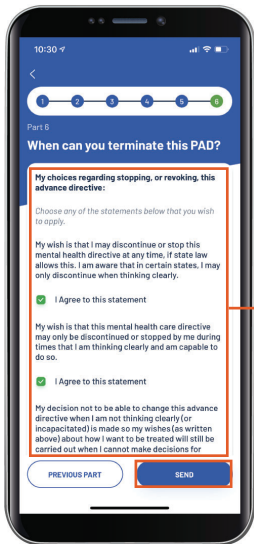
Enter the name of each person and specify if they are a Spouse, Family Member, or Friend.  
Enter their address along with city and state.  
Enter their current phone number.

## When Can You Terminate This PAD?

In this section, individuals need to consider how long they want their PAD to stay in effect.

Keep in mind that state laws vary around when a PAD expires. In some states, it expires after a certain period of time. In most states, it never expires. If or when a PAD expires, an individual can write and complete a new PAD. Once an individual has their PAD on their device, My Mental Health Crisis Plan allows a person to easily check their state requirements in regard to expirations.

It is a good idea to talk with individuals about how a PAD can help in a time of crisis. You may guide them to reflect on past experiences with crises. Use that context to discuss how a PAD may guide their care if a crisis occurs again. Please note that individuals can only change or revoke their PADs at times when they are thinking clearly.

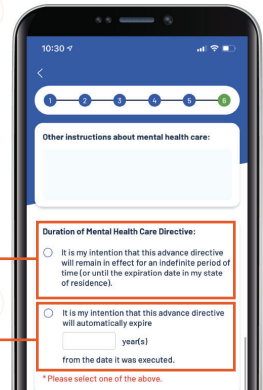


Individuals can select if they agree with statements in this section.

Select for PAD to remain in effect for as long as the laws in your state allow.

Select for PAD to remain in effect for a specific number of years.

Enter how many years for PAD to remain in effect.



## Share the PAD Via QR Code

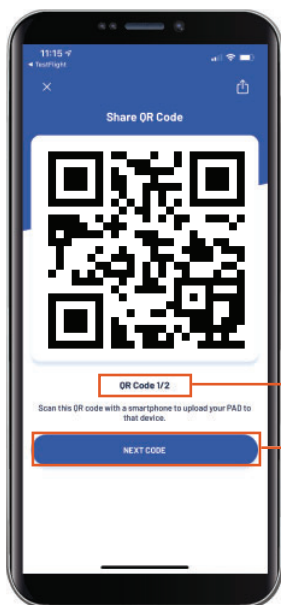
When the facilitator and individual have gone through each section, it is time to share the PAD via QR code. This is necessary to transfer the PAD from the facilitator's device to the individual's device. If some sections are not finished, an individual can complete them later at any time after the PAD is on their device.

Here are important reminders to remember about the process to transfer the PAD.

- ✔ The individual must download My Mental Health Crisis Plan on their device. Ask them to open the app store on their device and then search for My Mental Health Crisis Plan. Tap the button to install the app.
- ✔ Ask them to open the app and choose Upload Existing Pad.
- ✔ The app uses the camera on the individual's device to scan QR codes on the facilitator's device.
- ✔ The entire PAD and all of the information within it transfers over to the individual's device.
- ✔ During the transfer, the PAD is completely deleted from the facilitator's device.

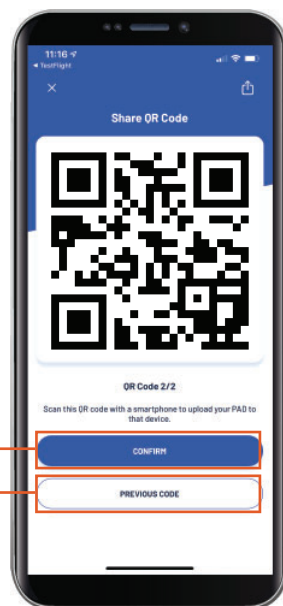


## Share the PAD Via QR Code



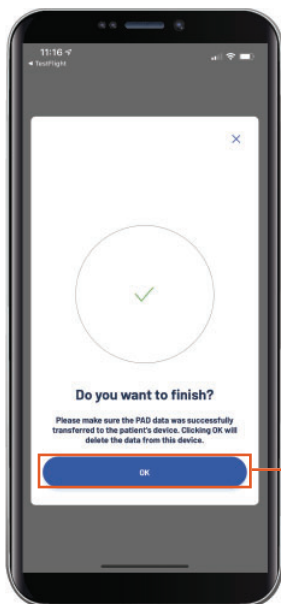
① The app may show multiple QR codes based on how much data is in the PAD. You must scan all QR codes in order to transfer the PAD.

② Select to advance to next QR code.



③ Select to finish scanning QR codes.

④ Select to return to the previous screen.



⑤ Select to finish the PAD transfer process. This immediately deletes the PAD from the facilitator's device.

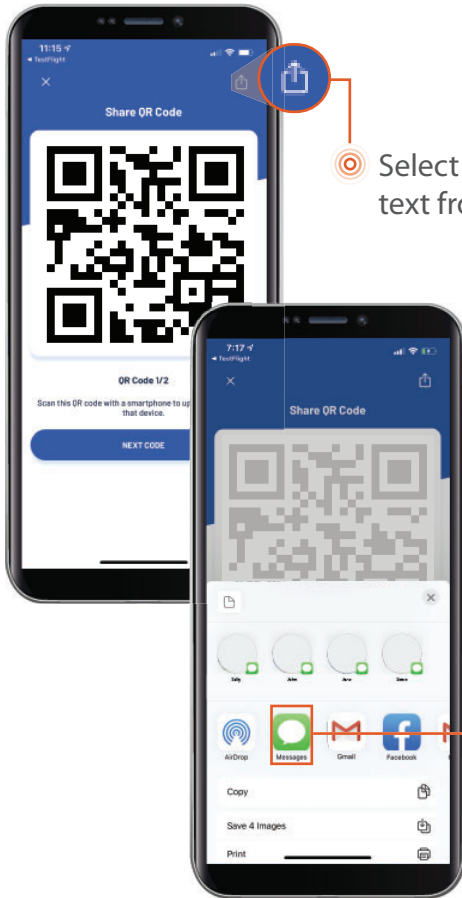
## Share the PAD Via Email

In some cases, an individual may not have their device with them. That means they are unable to scan QR codes and transfer their PAD to their device. If this occurs, the app offers alternative options to share a PAD. One option is to share the QR codes via email.



## Share the PAD Via Text

Another way to easily send a PAD to an individual is via text message. Follow these steps to send the PAD via text.



Select to share QR codes via text from your device.

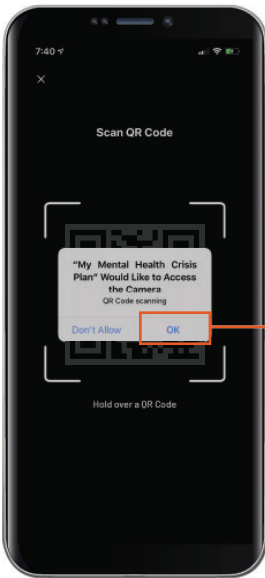
Tap the Message icon and type in a phone number. You can send the QR codes via text to a family member or friend of the individual. Then the individual can scan the QR codes later from the family member's or friend's device.



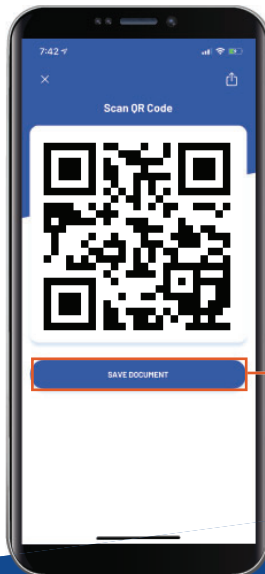
## Follow Up to Make Sure the PAD is Received

If you send QR codes to an individual via email or text, it is important to follow up with the individual. Ensure that they took the final steps to transfer their PAD onto their device. Specifically, make sure they received the email and scanned the QR codes.

Make a copy of the next page in this workbook and give it to each person. This may help them with the process of how to get the PAD onto their device.



When an individual needs to scan their QR codes, they should click "OK" to allow their camera to start the scan.



Once the QR Code is scanned click "Save Document" to save to your device.

## How to Transfer a PAD onto Your Device

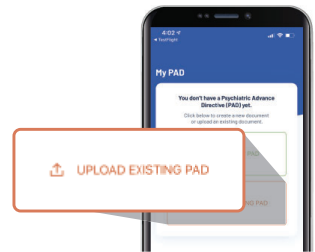
### Get the App

- ✔ Open the Apple App Store or Google Play Store on your device.
- ✔ Search for My Mental Health Crisis Plan.
- ✔ Tap the button to install the app.



### Start the Process

- ✔ Select the button that says Upload Existing PAD on the main MyPAD screen.
- ✔ Your camera activates and a frame to take a picture appears. Put the QR code in the frame to scan it.



### Scan QR Codes

- ✔ If your QR codes are on someone else's device, simply hold the camera frame over the QR code on their device's screen.
- ✔ If you receive your QR codes in an email, open the email on any computer or tablet, click to open the email, and hold the camera frame over the QR code on the screen.
- ✔ There may be multiple QR codes, so make sure to scan all of them.

### Complete Unfinished Sections

- ✔ If any sections in the PAD are not complete, make sure to finish them when your PAD is on your device.

## Are the Preferences in a PAD Always Followed?

A person's health and safety are always the most important factors to consider in a mental health crisis. The care that an individual receives should follow the preferences in their PAD as close as possible. State laws can also impact decisions around a person's care.

There are several times when the care that an individual receives may not align with their PAD:

- ✔ If it conflicts with "generally accepted community practice standards."
- ✔ If the treatments they request are not feasible or available.
- ✔ If it conflicts with emergency treatment.
- ✔ If it conflicts with applicable law.

Laws vary in each state on what happens when an individual receives care that does not align with their PAD.

- ✔ In general, a mental health clinician must notify the individual or their decisionmaker.
- ✔ They must record that contact in the individual's medical record.
- ✔ They must also record the reason for not following the PAD.

## Frequently Asked Questions

### **How Does a Psychiatric Advance Directive (PAD) Work?**

The process to create a PAD begins by developing a personal crisis plan. It includes treatment preferences and contacts who can be notified when a mental health crisis occurs. Then an individual takes a few additional steps to make the crisis plan into a PAD. These steps are specific to the state where they live.

The PAD is a legal document that can be used during a mental health crisis. A person must share their executed PAD with health care clinicians so it can go into their medical record. If a person only completes a crisis plan, they should also share it with their clinicians.

A PAD is activated during a mental health crisis. This allows an individual to be an active part of their treatment even when they are not well. And it allows others to make the best decisions to help them through a crisis. My Mental Health Crisis Plan walks an individual through these steps. It includes details on how to make the crisis plan and lists exactly what someone is required to do in their state to make it into a PAD.

### **When Does a Person Create a PAD?**

When an individual feels well and can think clearly, that is the time when they create a PAD.

### **Is a PAD a Legal Document?**

In general, a PAD has two parts: an advance instruction and a health care power of attorney. Laws on PADs vary by state. In some states you must complete both parts to make it legal. And in some states individuals must use a mandatory form to execute legal aspects of a PAD. This includes the ability to set advance directives and appoint a health care power of attorney.

My Mental Health Crisis Plan allows a person to easily check their state requirements. It also helps them enter any information they need to comply with their state laws.

# FAQs

## **What is in the Advance Instruction Part of a PAD?**

The advance instruction can list preferences for treatment and other important life matters. It is a good idea to talk with others about treatment preferences prior to creating a PAD. This can include family members or mental health clinicians. For example, as part of a PAD, a person can state their preferences around:

- ✔ What medications they want and those they do not want.
- ✔ What hospitals they prefer and those they want to avoid.
- ✔ Who and how to care for their children.
- ✔ Who should be contacted about their crisis.

## **What is in the Health Care Power of Attorney Part of a PAD?**

The health care power of attorney can be named in the PAD and used in the event of a medical or psychiatric emergency. In some states it is also called a decisionmaker, health care agent, or a proxy. When someone creates a PAD they can pick a person they trust to fill this role. That person then helps make decisions for them during a mental health crisis.

## **Why Do Witnesses Need to Sign a PAD?**

The witnesses attest that a person is in a clear state of mind when they create a PAD. They also attest that the person creates their PAD voluntarily. Laws on PADs vary by state. My Mental Health Crisis Plan allows a person to easily check their state requirements in regard to witnesses.

# FAQs

## **What Happens to the Information in a PAD?**

When someone uses My Mental Health Crisis Plan to create a PAD, it is a secure process. The details in the PAD are stored only in the app on an individual's personal device. The PAD is not transmitted anywhere or stored in any registry. The person chooses with whom to share their PAD.

It is a good idea to share a PAD with health care clinicians. Then they can put it into the person's medical record. This allows for a person's preferences to be known during a crisis. It is also a good idea to share a PAD with family members and other trusted contacts. This enables them to advocate for the person's preferences in case of a crisis.

## **How Does a PAD Get Activated?**

Once a PAD is signed and steps are completed to meet state laws, it is ready for use when needed. A PAD is activated when a person is found to lack the capacity to make mental health decisions. A physician or psychologist makes that decision based on how a person presents at the time of an exam. For example, a person lacks capacity when they are unconscious. Other conditions when a person may lack capacity include acute psychosis, mania, catatonia, or delirium.

If a decision is made that a person lacks capacity, the PAD is activated. Once a person regains capacity, they can resume a direct role in decisions about their care and the PAD is not referred to.



# FAQs

## How Long Does a PAD Stay Legally Valid?

Once a PAD is signed and steps are completed to meet state laws, it is legally valid. In some states, it expires after a certain period of time. In other states, it never expires. My Mental Health Crisis Plan allows a person to easily check their state requirements in regard to expirations. A person can change their preferences in their PAD any time they need. This must happen during a time when they think clearly.

## Where Can I Learn More About PADs?

Use these online resources to learn more about PADs.

-  National Resource Center on Psychiatric Advance Directives  
[www.nrc-pad.org](http://www.nrc-pad.org)
-  Psychiatric Advance Directives: A Compelling Tool to Support Crisis Care  
[www.SMLadviser.org/pads](http://www.SMLadviser.org/pads)





[www.SMIadviser.org](http://www.SMIadviser.org)