



Psychiatric
Advance Directive™
My Plan • My Voice

Overview & Digital Platform Demonstration

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Gail DiRaimondo, LCSW
VP, Health Programs

PADs Multi-County Project

The PADs INN project is a **time-limited**, multi-county project that seeks to **develop and pilot the implementation of digital PADs** in specific target populations in counties across the State.

Participating counties will **pilot PADs with adults** (ages 18+). The decision to create a **PAD is voluntary**. Each county has a specific population or program as its focus to identify learnings across diverse groups.

The innovative component of this project is the **development and use of a digital platform to create, store, access and share PADs**.

Orange County joined the Multi-County PADs INN Project in June 2021.

For more information visit the project website www.padsca.org



Benefits of a Digital PAD

Improve efficiency:

- Real-time accessibility
- Supporting digital signatures by peers and witnesses

Improve quality of care:

- Personalized information on medication and treatment preferences
- Personalized crisis de-escalation recommendations
- Timely information to reduce hospital and jail recidivism

Increase care coordination between law enforcement, providers, hospitals, crisis teams, etc.:

- Accessible if individual moves between counties
- Immediate connection to a personally appointed advocate/agent
- Easily accessible in medical and residential care systems



Participatory Development & Stakeholder Engagement

Engagement Overview

Total number of virtual technology workgroups facilitated by Chorus since April 2023:

26

with Peers

19

with Family,
Caregiver, and
Community

13

with First Responders
and Service Providers

Engagement Overview

Total number of informational sessions facilitated by Chorus since April 2023:

11

with Peers

2

with Family,
Caregiver, and
Community

14

with First Responders
and Service Providers

Community Input

Chorus looked to our community partners for input across many dimensions such as:

- Perceptions of PADs, individuals with a mental health conditions, psychiatric crises and hopes for how the platform could positively impact those perceptions
- Ways people wanted to see their preferences reflected
- How the PAD would be incorporated into the workflows of various professionals
- Ways different groups imagined accessing and utilizing the information in the PAD
- Reactions to the designs - look and feel - of all aspects of the platform
- Guidance on the language used to ensure a sense of respect and compassion was maintained
- Feedback on the features and functionality of the platform to improve ease of use and the overall experience

Incorporating Peer Feedback

What we heard:

It's not about weapons, it's more about being sensitive to law enforcement's presence

Copy should support professionals in cultivating empathy rather than seeing the individual in crisis as a threat



Essential Crisis Details



Weapon Sensitivity Alert Highly sensitive to seeing weapons. Presence of weapons may escalate the situation.



Mental Wellbeing Alert Has thought about or attempted suicide in the past. May attempt to harm themselves.



Substance Support Alert Has a history of substance use. May be under the influence of drugs or alcohol.



Has Epilepsy Certain triggers may cause seizures.



Has Autism Has some degree of difficulty with social interaction & communication.



Uses Wheelchair Individual requires medical equipment

Change:

Updated copy to reflect concerns

Made a concerted effort to make sure copy uses sensitive and humanizing language

Critical Alerts

Reduce harm to Richard by learning essential crisis details

Richard has shared the following



Law Enforcement Sensitivity

Presence of law enforcement is a known stressor and may further agitate



Mental Health/Intellectual/Developmental Conditions

Bipolar Disorder, Autism Spectrum Disorder



Emergency Medical Conditions

Asthma



History of Suicide Attempts/Ideation

Assess for safety. Richard has provided recommendations for addressing suicidal behaviors.



"Talk to me about my daughters."



May require a health assessment for substance use

Fentanyl, Methamphetamine



Life threatening allergies

Latex, Peanuts, Penicillin




Requires Assistive Medical Equipment

Incorporating Professional Feedback

What we heard:

Information to help make decisions about safety should be seen right away

Information about how to communicate and who to contact should be seen right away



Hello! 🙋 I'm Richard. He/Him

I love dogs, the Dodgers, and 70s rock n roll. I have a wife and 4 daughters.

About Richard

- Richard Jose Hernandez (legal name)
- Male
- 11/08/1975 (48 years old)
- 2575 Metz Rd., Apt 12 Long Beach, CA 99999
- I have a cross tattoo on my left arm. I have a birthmark on my neck. I regularly wear glasses.
- US Veteran

🕒 PAD last updated 3 days ago


Contents


- Crisis Preferences
 - Critical Alerts**
 - Deescalation
 - Safety
 - Communication
- Treatment Preferences
 - Preferred Treatment Locations
 - Medications and Allergies
 - Psychiatric Treatment
 - Medical Treatment
 - Gender Affirming Treatment
- Important People
 - Trusted Contacts
 - Dependents and Pets
 - People to Inform


[Jump to Top](#)


Critical Alerts


Lorem ipsum dolor sit amet consectetur. Enim feugiat ultrices morbi enim.


**Law Enforcement Sensitivity**

**Suicide Risk**


**Has Schizophrenia, Bipolar Disorder**

**Assess for Fentanyl, Methamphetamine use**

**Spanish is Primary Language**

**Vision Impaired**

Additional Notes for First Responders



"Lorem ipsum dolor sit amet consectetur. Nullam aliquam justo quam scelerisque. Lorem ipsum dolor sit amet consectetur. Nullam aliquam justo quam scelerisque."

Deescalation

Change:

Redesigned to serve up most important information and allow different avenues to view more information

Hello! 🖐️
I'm Richard.

He/Him



"I love dogs, the Dodgers, and 70s rock n roll. I have a wife and 4 daughters."

Richard has shared that he...



Can be stressed by presence of **Law Enforcement**

[View Details](#)



Experiences **Bipolar Disorder, Autism Spectrum Disorder**

[View Details](#)



Has **Asthma**

[View Details](#)



May require a health assessment for **Fentanyl, Methamphetamine**

[View Details](#)



May act with **Aggression** during a crisis

[View Details](#)

Richard's communication needs



Primary language is **Spanish**

[View Details](#)



May present as **Non-verbal**

[View Details](#)

Richard's primary contact

Alfred Pennyworth
Guardian

+1 (555) 555-5555

Community Voices

“

Quick access to information in the field aids law enforcement in making more quality decisions for all parties.

– Isaiah Hicks, Deputy Sheriff,
OCSD

”

“

This technological resource will help to save lives, as well as lower the risk of causing further trauma to those in the middle of a mental health crisis.

– Savannah B., Certified Peer
Support Specialist

”

“

At times, the digital space feels cold and distant, yet this project resonates differently with me. It's rooted in compassion, and it has the power to transform what was once a scary place into a comforting and familiar space.

– Jackie S., Certified Peer Support
Specialist

”

“

Having an electronic version of PADs is going to be completely game-changing. Almost no one I've worked with who receives mental health services is even aware of PADs. This is going to bring so much awareness!

– Tiffany E., Certified Peer Support
Specialist

”

PADs Platform Overview

WHO PADs WILL SERVE

Meet Richard.

He's an uncle, an artist, and
Dodger fan who experiences
a mental health condition.

Like everybody else,
sometimes he needs his
community to support him.

Let's see how the platform will
support him and the various
service providers.

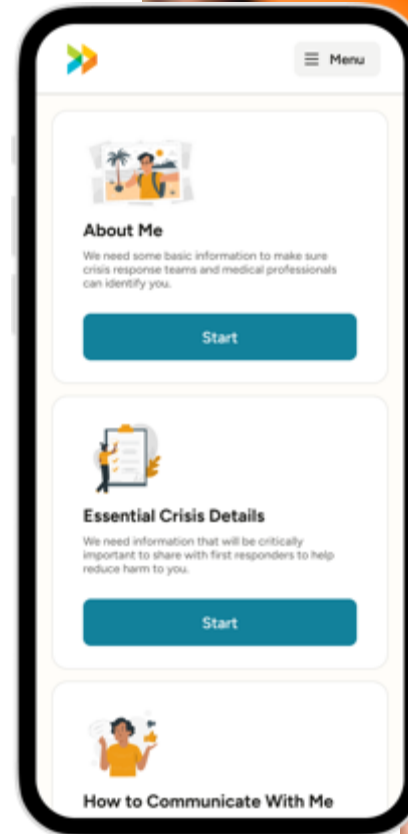


ONBOARDING & SETUP

His decisions, His voice, His choice.

He's especially vulnerable when in a moment of crisis, so it's important that we understand him.

- Move from a 50-page medical form to a social media-like profile
- Ensure it's quick, personalized, and easy to comprehend
- Empowered with simple security and sharing preferences



RICHARD'S PHONE

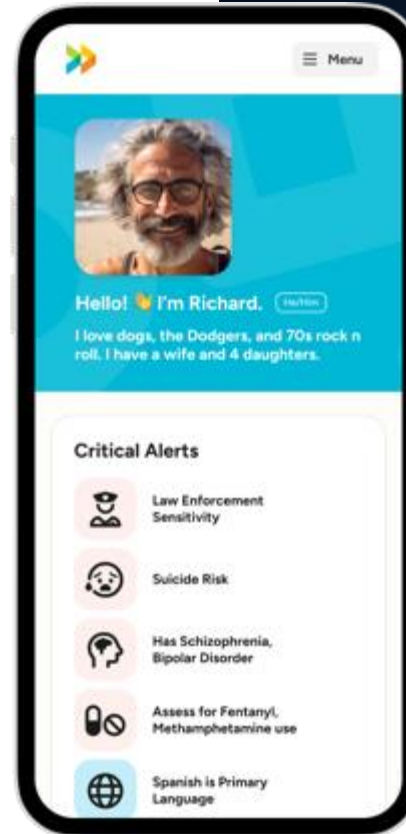


CRISIS RESPONSE EXPERIENCE

Reduce harm to him in his time of need.

Clarity of communication is crucial, as mishandling a peer's care during a moment of crisis could lead to harm or trauma.

- Remind crisis teams that the peer's current state is not representative of them at all times
- Provide a clear understanding of how one reacts during moments of crisis, and the best approach to support them
- Design a simple experience with the most important info at a glance



CRISIS RESPONDER'S PHONE



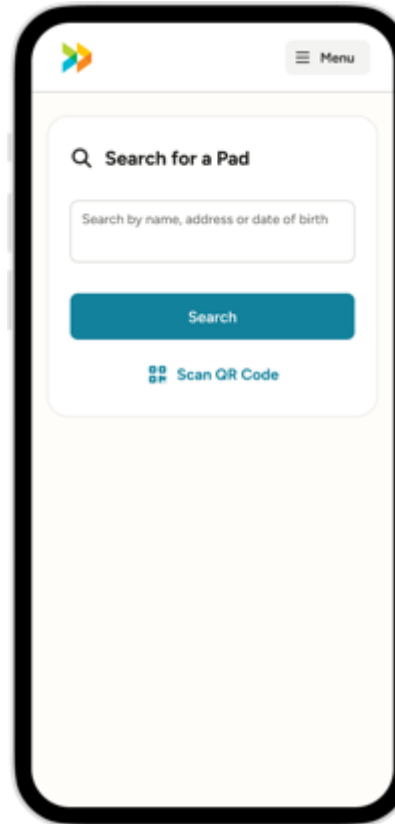
FOR FIRST RESPONDERS AND SERVICE PROVIDERS

Accessing Psychiatric Advance Directives

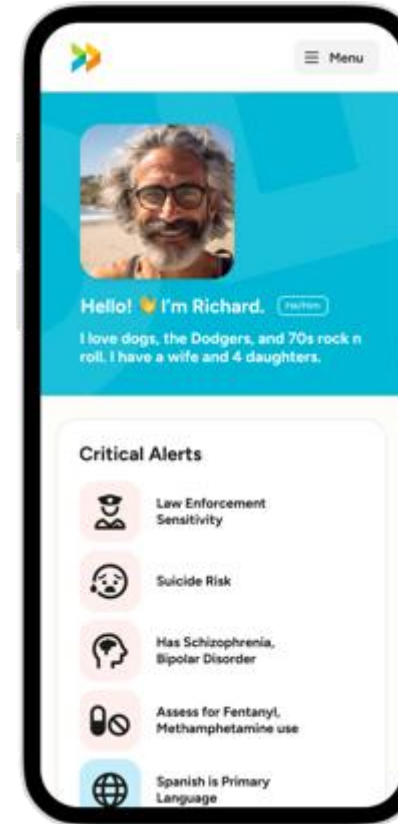
Real-time PADs access for authorized Staff

Professionals who have been granted access can lookup PADs in real-time, ensuring the information is actionable in the field and informs care decisions.

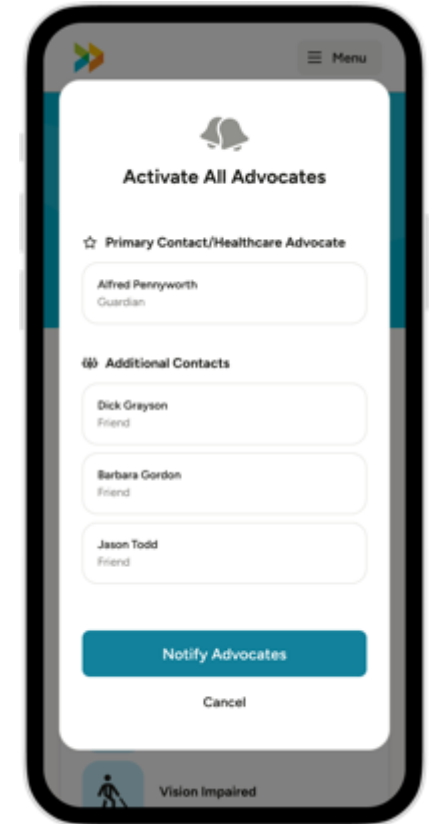
- Supports engagement and creating trust with the individual in crisis, increasing likelihood of voluntary treatment.
- Reduce recidivism in local jails and emergency rooms.
- Help to provide appropriate resources.



Search for PAD



View the PAD



Activate PAD

ACTIVATING ADVOCATES

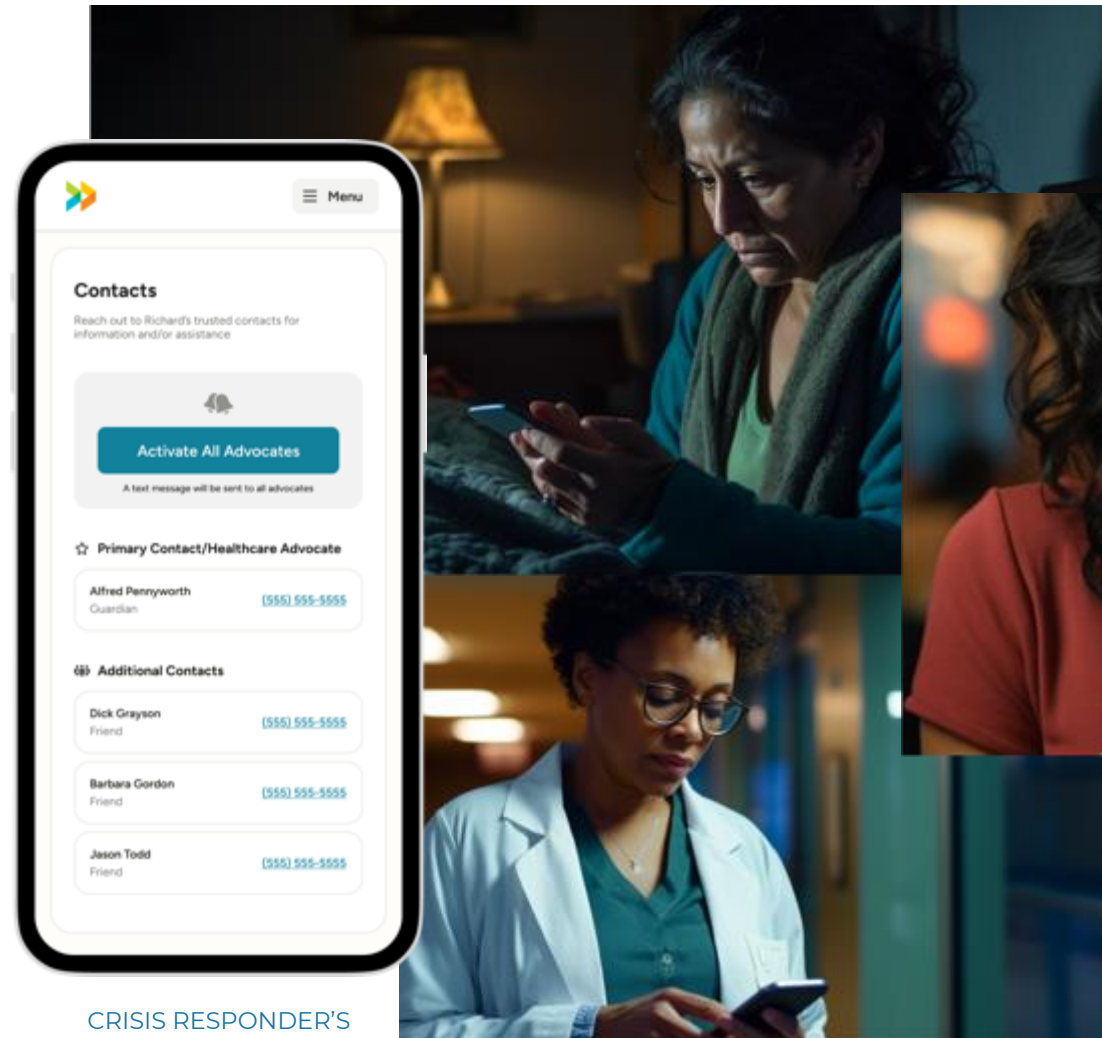
Activate his community in one place.

By activating his chosen advocates with a simple push of a button, he will feel supported.

- Allow for the ability to notify all or select advocates to help everyone involved care for a peer in a well-informed and timely manner.

Richard Rodriguez is in crisis.

His Psychiatric Advance Directive has been activated, and he may need your support. Please reach out to Richard's advocate Alfred Pennyworth at [\(555\) 555-5555](tel:(555)555-5555).



CRISIS RESPONDER'S
PHONE

THE GOAL

His wellness, His community, His life.

The goal of the Psychiatric Advance Directive is to help him be the best version of himself.

Thank you for helping him and making his voice heard.





Demo

Next Steps

Q&A