

Work Instruction

This work instruction procedure describes how data will be collected and entered when responding to a suicidal crises or caller with a mental health concern (including drug and alcohol). This document complements the Response to Suicide Crisis Situation Through Hotline Standard Operation Procedure and is applicable to all staff who are involved in assessment and responding to suicide through the hotline.

Employees utilizing this work instruction will need a computer with an internet connection, web browser and basic data entry skills

1. Definitions

CA: Communicating agent

CR: Crisis Responder

CCR: Call Centre Representative

HHC: Health Help Centre

NSPP: National Suicide Prevention Program

Caller: A person calling for help

HMA: Health Management Agent

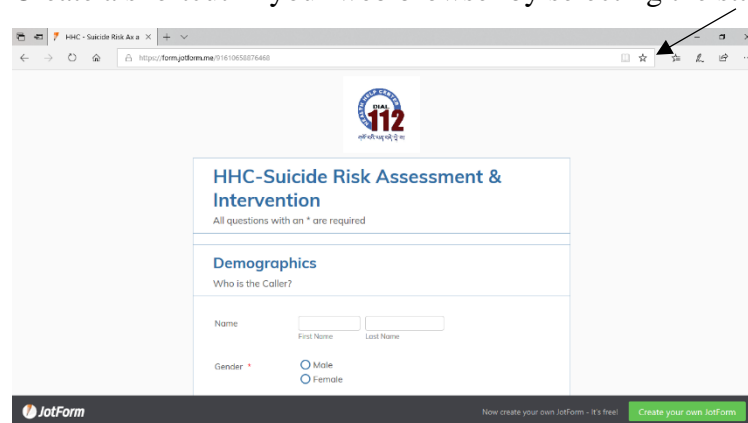
SOP: Standard Operating Procedure.

2. Procedure

2.1. Follow the link to the data entry sheet.

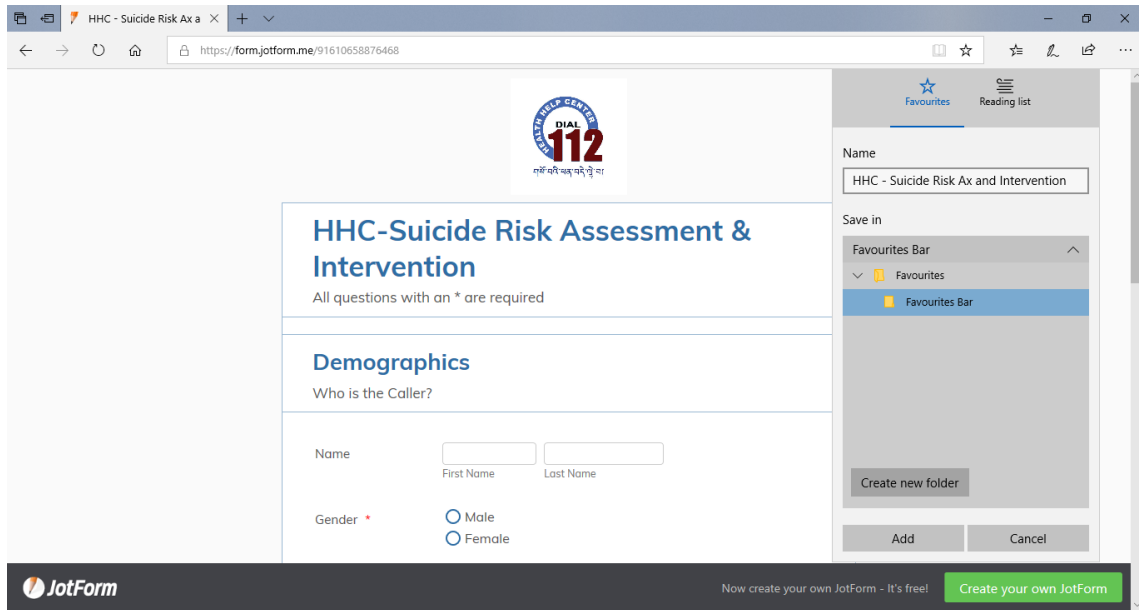
2.1.1. Website: <https://form.jotform.me/92058643547464>

2.1.2. Create a shortcut in your web browser by selecting the star.

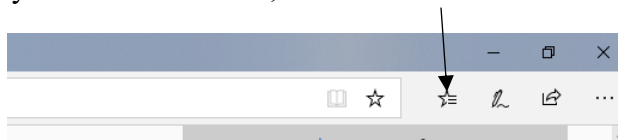


The screenshot shows a web browser window with the URL <https://form.jotform.me/92058643547464>. The page title is "HHC - Suicide Risk Assessment & Intervention". Below the title, it says "All questions with an * are required". The form is titled "Demographics" and asks "Who is the Caller?". There are two input fields for "Name", labeled "First Name" and "Last Name". Below that, there is a "Gender *" section with two radio buttons: "Male" and "Female". At the bottom of the browser window, there is a JotForm logo and a green button that says "Create your own JotForm". An arrow points to the star icon in the browser's address bar, indicating where to click to create a shortcut.

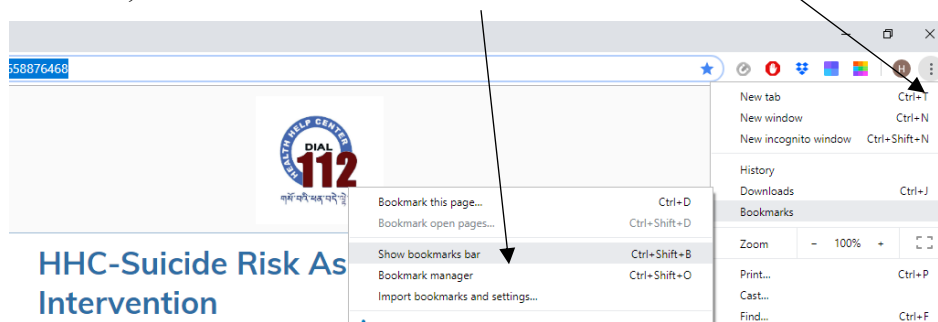
2.2. Select the option ‘save in favorites bar’ or ‘save in bookmarks bar’ if you’re using Google Chrome.



2.2.1. If you can’t see your bookmarks bar, select the star with lines in the top right hand corner.



2.2.2. If you’re using Google Chrome, select the three vertical dots in the top right hand corner, then ‘bookmarks > show bookmarks bar’.



2.3. To access the form, open your web browser and select the shortcut on the favorites bar.

2.4. Data collection parameters are outlined in Annexure 1.

2.4.1. There is no need to ask every question of the caller, if the information comes up in conversation as the CR is assessing, include it on the form. If not, select the ‘unknown/did not say’ option.

2.4.2. Note all questions with an * require an answer.

2.4.3. If the caller does not provide their contact number, enter 99999999 in the box.

- 2.5. Follow Triage on Suicidal Thought by CA Procedure outlined in Response to Suicidal Crisis Situation Through Hotline SOP.**
- 2.6.** Using the information provided by the caller, complete the demographics and select 'next'.
- 2.7.** Complete the date and time of call as well as an approximate length for the call.
- 2.8. Complete the Screening of Suicidal Ideation by CR outlined in Response to Suicidal Crisis Situation Through Hotline SOP.**
 - 2.8.1.** If the caller is a Third Party caller (ie: a parent, friend or bystander), select the most appropriate option and record the details of the intervention.
 - 2.8.1.1.** The form will automatically skip the rest of the questions.
 - 2.8.2.** If the caller responds 'yes' to any of the prompting questions asked, select the button next to the question on the form.
 - 2.8.3.** If the caller responds 'no' and requires a supportive conversation, select discussion topics under Recent Significant Events.
- 2.9. Using the Assessment of Suicide Acuity in Response to Suicidal Crisis Situation Through Hotline SOP and select the appropriate level. The form will automatically provide the intervention based on the level of acuity.**
 - 2.9.1.** If there is no suicidal ideation and the call was a conversation with someone in distress, select 'low'.
- 2.10.** Complete the intervention section and record the name of the referral agency in the space provided (if appropriate).
- 2.11.** If any further intervention was provided, briefly outline the intervention in the space provided and add the responders name in the 'call taken by' section.
- 2.12.** If the CR feels they would like the opportunity to discuss the call or require a debrief about the content, record your name and contact number. When the form is submitted, the email will be checked by a senior member of the EMSD or NSPP who will facilitate a call to the CR to check on their wellbeing.
- 2.13.** Select 'submit' to complete the form submission and close the web browser.
 - 2.13.1.** An automated email will be sent to healthhelpcenterbhutan@gmail.com and the data automatically entered into an excel spreadsheet stored in Google Documents registered to this email address.

2.13.2. Follow Work Instruction outlined in Annexure 2 to access the database.

Follow-Up

- 3.1. All calls will be followed up within three days by a senior staff member/supervisor
 - 3.1.1. The time period starts once the automated email Caller Risk Assessment & Intervention form is received at the registered email address
- 3.2. Follow the link to the data entry sheet.
 - 3.2.1. Website: <https://form.jotform.me/92059012133446>
- 3.3. Using the information from the Caller Risk Assessment & Intervention form to complete the name, contact number and gender of the caller.
- 3.4. Complete the outcome. To assess for suicidal ideation, follow Triage on **Suicidal Thought by CA Procedure outlined in Response to Suicidal Crisis Situation Through Hotline SOP.**
 - 3.4.1. If the caller was a third party caller, there is no need to assess suicidal ideation however it is imperative their loved one has engaged with a support agency
- 3.5. Provide a brief description of the intervention and enter the name of the person completing the follow up call before hitting 'submit'.
- 3.6. As with the assessment form, an automated email will be sent to healthhelpcenterbhutan@gmail.com and the data automatically entered into an excel spreadsheet stored in Google Documents registered to this email address.

Annexure 1

Data Collection Parameters

Demographics

Name	first and last name
Gender *	Male/Female/Other
Contact Number*	
Address	Place/Gewog/Dzongkhag
Nationality	Bhutanese/Indian/Other
Next of Kin Name	
Next of Kin Contact Number	
Approximate Age *	Under 18 18 – 24 25 – 40 41 – 59 Over 60
Marital Status	Single Living with Partner Married Divorced Widowed Unknown
Occupation	Civil Service Administrative and Clerical Services Other Government Agencies Armed Forces Monastic, Lay-Monk Labourer Agricultural Farming Tourism, Accommodation and Food Services Private Company/Business Student Housewife Unknown/Did not say Other

Date and Time of Call

Date *	day/month/year
Time *	Hour, Minute, AM/PM
Approximate Length of Call *	in minutes

Third Party Caller	<p>Yes, calling about immediate family member</p> <p>Yes, calling about relative</p> <p>Yes, calling about friend</p> <p>Yes, calling about a stranger</p> <p>No</p>
Third Party Caller Intervention	Record details of conversation and action taken by responder
Presence of Ideation/Plan *	<p>Nil</p> <p>Wished they were dead</p> <p>Believed family would be better off without them</p> <p>Thoughts of taking life</p> <p>Plan to take life</p> <p>Access to means</p> <p>Intent to enact plan</p> <p>Previous attempt</p>
Family History of Suicide	<p>First Order Relative</p> <p>Other Relative</p> <p>No</p> <p>Unknown</p>
Diagnosed Psychological Disorder	<p>Anxiety</p> <p>Depression</p> <p>Bipolar Disorder</p> <p>Dementia</p> <p>Schizophrenia or Psychosis</p> <p>Stress related including PTSD</p> <p>Substance Use Disorder</p> <p>No</p> <p>Unknown</p>
Caller Intoxicated *	<p>Yes</p> <p>No</p> <p>Unknown</p>
Recent Significant Events *	<p>Conflict in relationship with family member</p> <p>Conflict in relationship with partner or friend</p> <p>Death of a relative, partner or friend</p> <p>Marital separation or divorce</p> <p>Pregnancy</p> <p>Physical problem/illness</p> <p>Financial problem</p> <p>Abuse/domestic violence</p> <p>Problems with police or legal system</p> <p>School-related problem</p> <p>Work-related problem</p> <p>Religious belief</p> <p>Cultural issue</p> <p>Unknown</p> <p>Other</p>

Caller Assessed Risk	Low Moderate High
Low Risk Intervention	Safety Plan Discussed Referral to Support Agency Name of agency
Moderate Risk Intervention	Safety Plan Developed Next of Kin Informed Referral to Support Agency Name of agency
High Risk Intervention	Safety Activities Discussed Ambulance Dispatched Next of Kin Informed Nearest Health Centre informed
Brief description of intervention	
Call Taken By	Name

If you would like a debrief from a supervisor, please record your name and contact number

Someone will be in contact within the next 24 hours

Name

Contact Number

Follow-Up

Name	first and last name
Gender *	Male/Female/Other
Contact Number*	
Outcome*	Did not answer/phone off Engaged with support agency Current suicidal ideation
Brief Description of Intervention	
Follow Up Completed By	Name

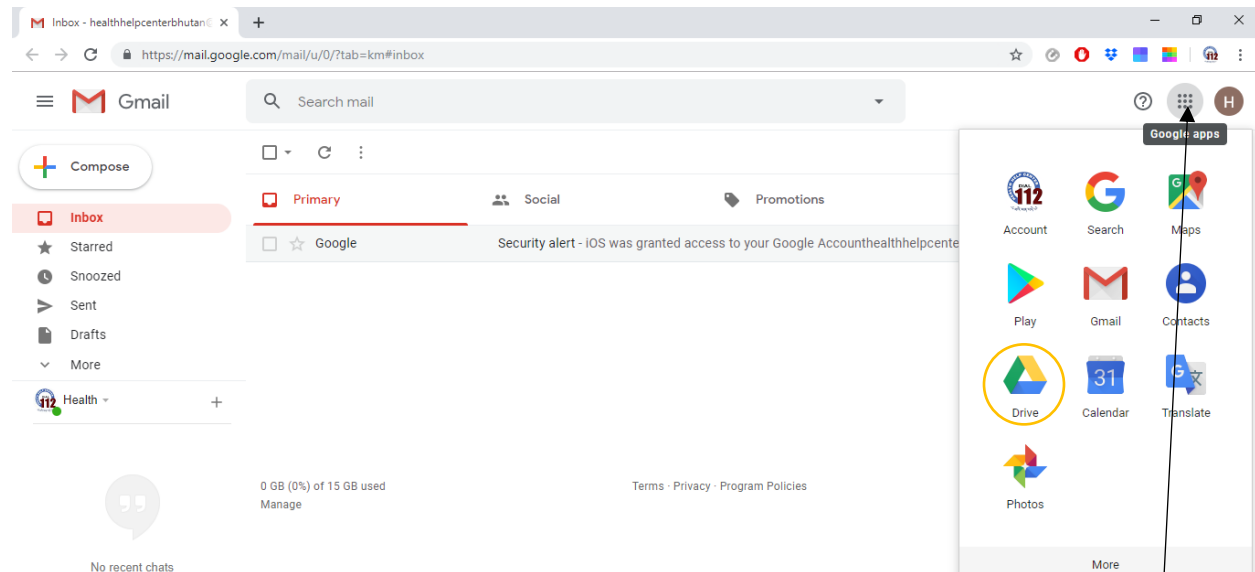
Annexure 2

Accessing the Database

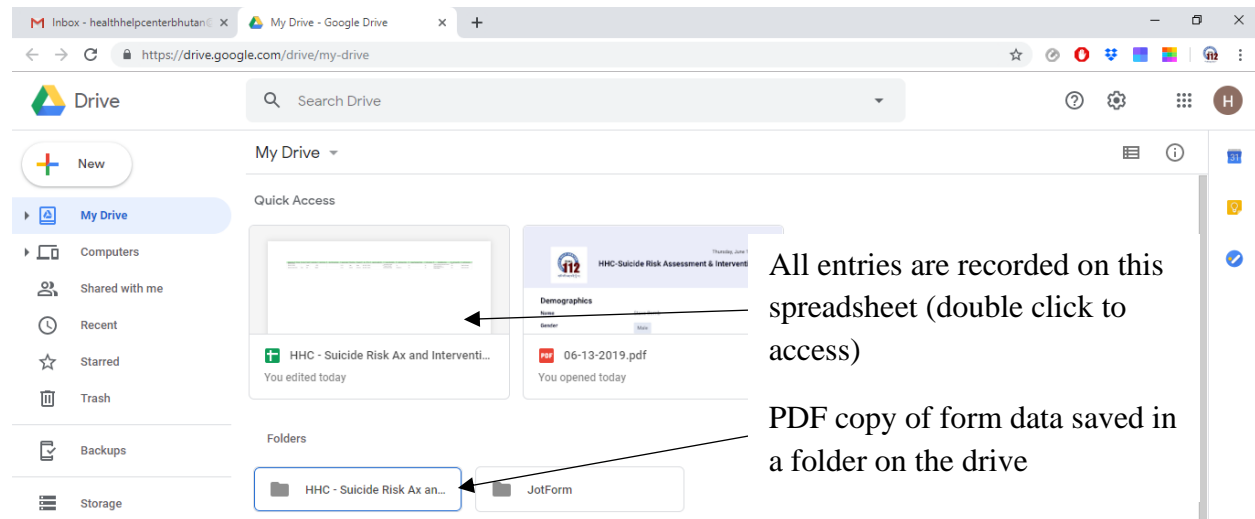
The email address attached to the database is: healthhelpcenterbhatan@gmail.com

The password is: Dial112!

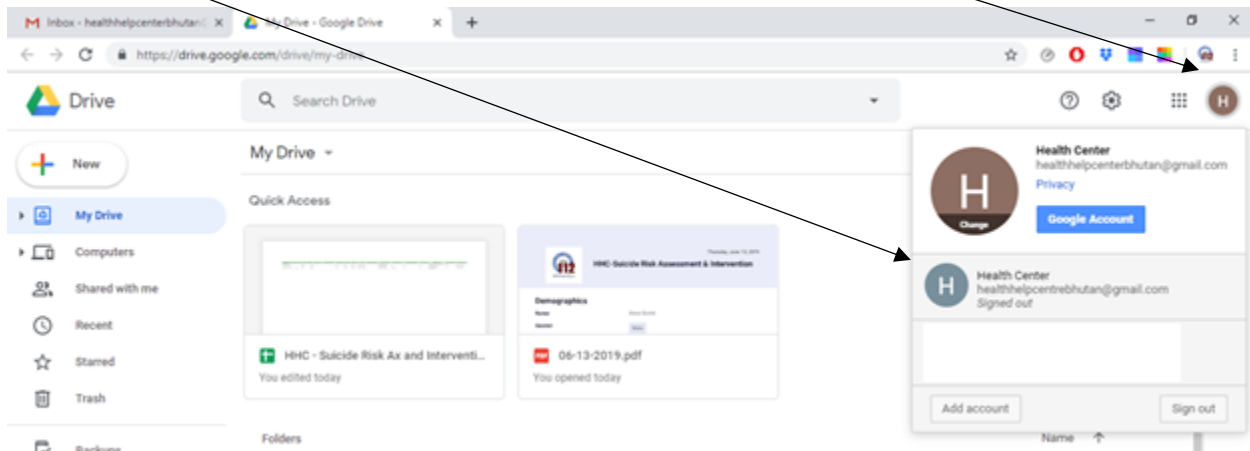
Using Google Chrome go to <https://www.google.com/gmail/> and follow the prompts to log in



The spreadsheet is stored in Google Drive, to get there, select the nine dots in the top right hand corner of the screen and select Google Drive.



To return to your main Gmail address, select the 'H' or HHC Logo in the top left corner and click on your main account



It is recommended senior workers in the HHC and NSPP sync this email address with their personal/work phone to ensure all staff requesting follow up are attended to in a timely manner.