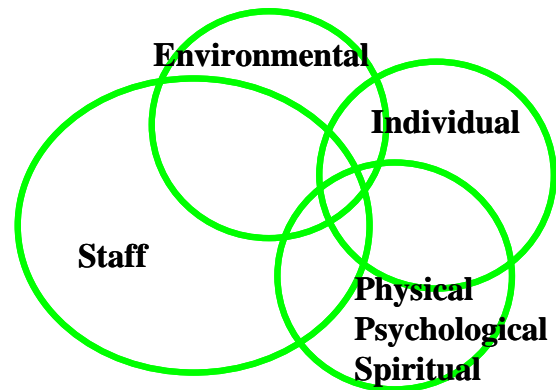


### PART - The Interactive Model

The individual (e.g., patient, resident, client, student) and his/her mental state impact the staff and the environment. The staff and environment influence the individual as well as his/her mental state.

Another component of this model is the needs approach. The individual has needs related to his/her mental state, personal experience and environment. These needs are satisfied or frustrated by the staff and the environment, as well as the individual.



Staff also have personal needs related to other individuals, the environment they work in as well as their unique humanness. Staff are expected to satisfy their needs by their own resources although they must receive positive feedback on the job or they are susceptible to burnout.

#### **The Individual**

What are the unique needs and characteristics of the people you work with? Some of these needs include the need for space, to make choices, to receive respect, warmth, caring and validation.

#### **The Environment**

The environment can be heat, noise, furnishings, pictures, activities, families, other patients, staff and much more. The environment is the one area that we can control and modify. Too often staff feel that they are controlled by the routine and demands of the organization.

#### **Mental State**

The individual's mental state is important. Unless staff relate to individuals at their own level, the individual's awareness will not increase. Staff should focus on ways of increasing orientation and reducing frustration for those entrusted to their care.

#### **Staff**

Staff relate to their work with enthusiasm, caring, sensitivity, and insight, as well as with dread, callousness, indifference and cynicism. This relationship is based on the staff's unique experience and personality. Staff should constantly monitor their attitudes toward those to whom they give care.

Staff must be sensitive to their own needs and aware of how these needs are met or frustrated in the work environment. As well, staff should tune into their unique reactions paying special attention to what pushes their "buttons" in relating with others. Staff should expect to give and receive support from the environment in which they work.

source: *Professional Assault Response Training (PART) program*®

#### **Safety Talk Discussion**

**Be Accountable: Choose safety - work safe - and go home injury free!**