

February 2007



About Compass...

Why Do We Ask The “Medically Clear” Question?

Compass strives for efficiency. We know that if the patient we see needs to be transferred, the psychological facilities will not “hold” a bed until the patient is medically cleared.

Therefore, in order to expedite the transfer process, no further medical intervention should be required. Compass will then conduct an assessment and coordinate the transfer.

Quick Tips

Conflict Resolution

1. **Take a Win / Win Approach:** This shift in attitude changes the conflict from adversarial to cooperative. Also, it changes the focus from attacking the person to attacking the problem.
2. **Clarify the True Conflict:** Often the conflict stems from a perceived unmet need. Attempt to clarify what the “need” is for both parties. Frequently the conflict appears different to all parties involved.
3. **Focus on Solutions...Not Positions:** When both parties stay focused on solving the conflict rather than being “right,” true solutions will be attained.
4. **Respond...Don’t React:** Often we use our habitual “knee-jerk” reaction to conflict and problems. When responding you take time to think first, you are able to acknowledge and manage your emotions, and focus on solutions rather than reacting out of a defensive posture.



Stress 101

What is Stress?

Stress is commonly defined as a physical, emotional and mental response to life’s changes and demands.

Most often stress occurs when an individual perceives that personal and social demands exceed the individuals’ abilities or resources.

Common Signs and Symptoms of Stress:

- Frequent head, neck, back, muscle pain
- Increased anger, frustration, hostility
- Excess anxiety, worry, guilt, nervousness
- Increased or decreased appetite
- Difficulties sleeping, constant tiredness and fatigue
- Feeling overwhelmed or overloaded
- Difficulty concentrating, racing thoughts
- Reduced productivity / Loss of interest in activities

How to deal with common stress:

There are many healthy ways to deal with common stress, such as: exercise, meditation, prayer, yoga, deep breathing techniques and a proper diet.

However, to tackle the real issues regarding stress, you must assess the underlying reason for stress. Stress is due to a perceived disparity between “what is” and “what should be.” The larger the disparity the greater the level of stress.

To really kick that stress: (1) Change your perceptions, (2) change your expectations, and (3) change your behaviors. Change any one, or all three, of these elements and your stress will drastically change.



Coaching: True change occurs when you are ready, willing and able.

Quote of the Month

“Confusion and frustration are a good thing...It means your learning something.”

- David Walker -

Laugh of the Month

- ✦ Why isn't phonetic spelled the way it sounds?
- ✦ Why do fat chance and slim chance mean the same thing?
- ✦ Why do we drive on parkways and park on driveways?
- ✦ Why is the word "abbreviate" so long?
- ✦ Why do we send cargo by ship and shipments by car?
- ✦ If the #2 pencil is the most popular, why is it still #2?

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