




# INTENTIONALITY IN INTERACTION

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## WHO:

Shelby Schrader is a Licensed Professional Counselor in both Missouri and Arizona. She is also a National Certified Counselor and an Approved Clinical Supervisor. Shelby began her career in case management and spent the first half of her career in the clinic setting. Shelby has spent the last half of her career as the Director of Clinical Services for Alliance Behavioral Care, an organization with 24-hour residential treatment facilities throughout the Phoenix Valley. Shelby's main role includes screening and evaluating clients for placement, then overseeing their clinical treatment throughout their program. Shelby recently launched her company, Total Elevation, which provides services for counseling, supervision, nutritional coaching, and personal training. In her free time, Shelby loves to be active. She is a group fitness instructor at a local gym and loves the outdoors. During the onset of the COVID19 pandemic, Shelby tried her hand at gardening and although her crops yielded absolutely nothing, she is looking forward to trying again this year.

## WHAT:

This presentation will focus on Milieu Therapy (MT), providing general understanding of MT, its applications, and how we can utilize MT to create intentional interaction with those we serve. By focusing on every moment as a teachable moment, we create an environment that encourages clients to learn, develop, and implement skills for lifestyle, behavioral, and cognitive change.

# AGENDA



01

## WHAT IS MILIEU THERAPY?

Understanding Milieu Therapy  
and How to Create a MT  
Environment

02

## IPVS.OP

Understand the Differences for  
MT in an Inpatient Setting Vs.  
Outpatient Setting

03

## SKILL TRANSFER

How Clients Acquire and  
Transfer Skills in a MT  
Environment

04

## WE ARE TEACHERS

Every Moment is a Teachable  
Moment / Every Action is  
Observable

05

## CULTURE CHANGE

How Intentional  
Interactions Can Shift a  
Staff (BHTs, Etc.) Culture

06

## QUESTIONS

Questions, thoughts,  
reflections, remarks.





# 01

## WHAT IS MILIEU THERAPY?

Understanding Milieu Therapy and How to  
Create a MT Environment





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“Wherever there is a human in need,  
there is an opportunity for kindness  
and to make a difference.”

—KEVIN HEATH

# DEFINING MILIEU THERAPY

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“Generally speaking, MT refers to the **treatment** of people in **intentionally designed** physical and **interactive environments**, where commonplace actions around a range of **everyday events** provide **opportunities** to promote **positive change**.” (Smith & Spitzmueller, 2016)

# NECESSARY COMPONENTS



SUPPORT



STRUCTURE



CONSISTENCY



COHESION

# CHALLENGES OF MILIEU THERAPY

With new admissions and discharges, the milieu might shift and change. Newcomers need time to feel welcomed; regulars may not know how to connect with the newcomers. The goal is to create an environment that can transfer, so clients can feel successful even after treatment ends or discharge occurs.

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# 02

## INPATIENT VS. OUTPATIENT

Understanding the Differences for MT in an  
Inpatient Setting Vs. Outpatient Setting



# INPATIENT SAMPLE DAY SCHEDULE

8:30 – 9 a.m.	Breakfast
9:15 – 9:45 a.m.	Goals group
9:45 – 10:15 a.m.	Room cleanup and activities of daily living
10:00 – 11:00 a.m.	Recovery skills
11 – 11:30 a.m.	Walk/fresh air
11:30 a.m. – 12:15 p.m.	Cognitive Behavioral Therapy (CBT)
12:30 – 1:00 p.m.	Lunch
1:15 – 2:00 p.m.	Safety skills
2:30 – 3:15 p.m.	Communication skills
4:15 – 5:00 p.m.	Therapeutic games
5:00 – 6:00 p.m.	Dinner
6:30 – 7:00 p.m.	Walk/fresh air break
6:45 – 7:15 p.m.	Milieu activity group
8:30 – 9:00 p.m.	Wrap-up (Patients review their day/the goals they set in the morning and how they did at reaching those goals throughout their day)

Where might the MT environment really thrive?  
How / in what ways?

With a schedule such as this, can MT occur around the clock? Why or why not?

# OUTPATIENT

COMMUNITY MENTAL HEALTH  
CLINICS  
THERAPY OFFICES  
PRIVATE MENTAL HEALTH  
OFFICES  
DAY PROGRAMS  
SHELTERED WORK PROGRAMS  
24BHRF PLACEMENTS  
FLEX CARE PLACEMENTS  
INDEPENDENT LIVING WITH  
WRAP SUPPORTS

**SOCIAL LEARNING**

**ILS / ADL**

**PEER SUPPORT**

**COMMUNITY  
SUPPORT / CASE  
MANAGEMENT**

**REMEDIAL EDUCATION &  
PSYCHOEDUCATIONAL  
GROUPS**






# 03

## SKILL TRANSFER

How Clients Acquire and Transfer Skills in a  
MT Environment



# SKILL TRANSFER



# WHY IS SKILL TRANSFER SO IMPORTANT?







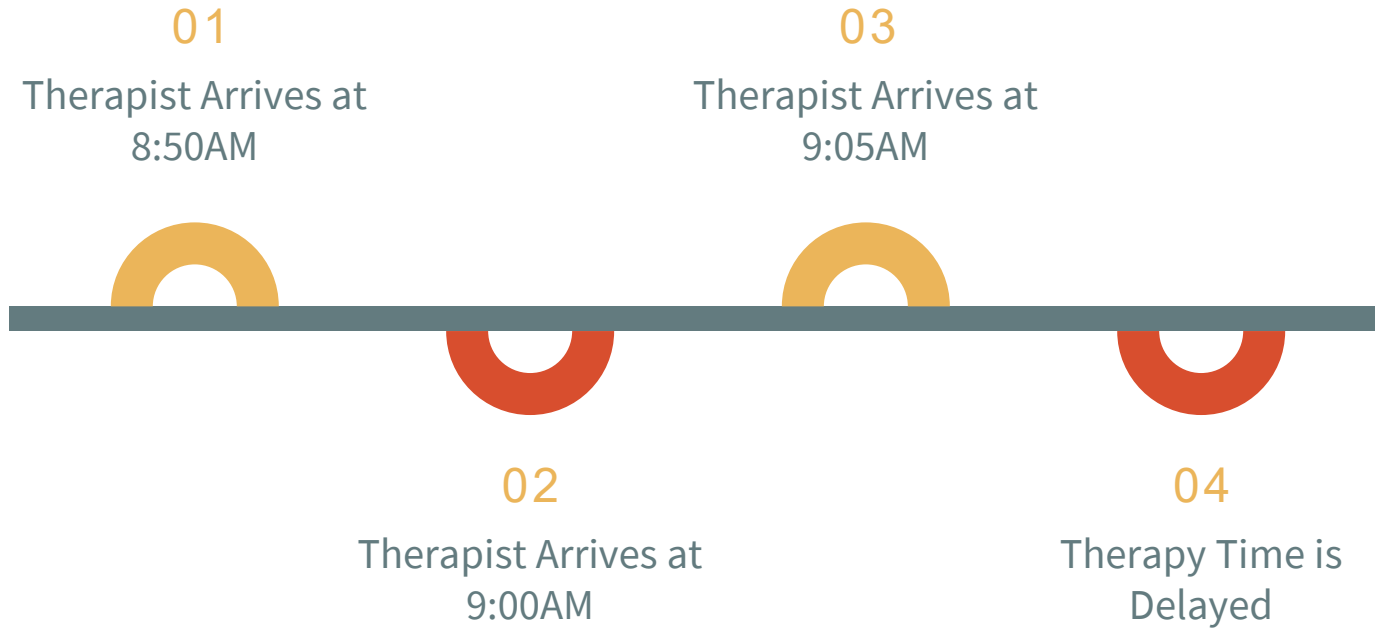
# 04

## WE ARE TEACHERS

Every Moment is a Teachable Moment  
Every Action is Observable



# AGENTS OF CHANGE: AN EXAMPLE





# AGENTS OF CHANGE: AN EXAMPLE

01

Client is in Crisis,  
Wants to be  
Inpatient

03

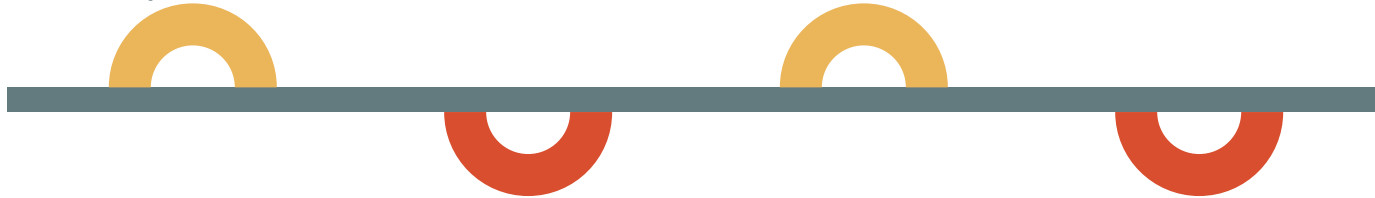
Client Agreement;  
Crisis Averted

02

Engagement by Clinician,  
Focus on Coping Skills  
and Desired Outcome

04

Use of Skill,  
Transfer of Skill



# AGENTS OF CHANGE: AN EXAMPLE

01

BHT Arrives on  
Shift

03

Client Engagement is  
Evident Throughout  
Day

02

BHT Spends Entire Shift  
Interacting with All  
Clients

04

Client Outcomes  
Improve



# EVERYTHING WE DO

IS PERCEIVED.

IS OBSERVABLE.

IS MODELING.

IS EMULATED AT SOME TIME.





# 05

## CULTURE CHANGE

How Intentional Interactions Can  
Shift a Staff (BHTs, Etc.) Culture



# CULTURE CHANGE



“[Workers] were not only **aware** of the **importance** of the **social environment** in **shaping** their clients’ affect and behavior, but **understood themselves** to be **helping** their clients by **working** through the environment to maximize its therapeutic **potential**.”  
(Smith & Spitzmueller, 2016)

# CONCLUSION

A few key takeaways:

1. Milieu consists of the in-between moments as well as structured moments.
2. Milieu can look different between settings.
3. Skills can be acquired and transferred.
4. Every moment is a teachable moment, every action is observable.
5. Milieu can shift culture as well, creating positive change that ultimately benefits staff and clients.





06

QUESTIONS/ COMMENTS





# RESOURCES

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# THANK YOU

Do you have any questions?

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