| Clinical Practice Guideline: | Behavioral Health Awareness |
|--|---|
| Date of Implementation: | October 17, 2013 |
| Product: | Specialty |
| INTRODUCTION | |
| It is estimated that each year in the adults has a mental health com- individuals are able to attend to important for health care practi- recognize when a patient might | the United States, that approximately more than one in five addition (NIMH, 2021). Although the majority of these o their daily functions with minimal impairment, it is tioners of all backgrounds and specialties to be able to be experiencing unmanaged behavioral health symptoms referral as appropriate to their training and scope. |
| Mental Disorders, Fifth Edition disorders. These descriptions hav practitioner with recognition of disorders. Hence, this CPG is de | e (CPG) uses the Diagnostic and Statistical Manual of (DSM-5) to provide descriptions of behavioral health we been assembled as a guideline to assist the health care the symptoms associated with specific behavioral health signed to assist the health care practitioner in identifying might be present in order to provide patients with avioral health support. |
| be referred to their health plan ar | possible symptoms of behavioral health disorders should ad/or primary care physician. This CPG is not designed to al health conditions and is informational only. |
| This guide includes the following | behavioral health disorders: |
| Attention-Deficit/Hypera | |
| Schizophrenia | • |
| Bipolar Disorder | |
| Major Depressive Disord | er |
| Panic Disorder | |
| Generalized Anxiety Disc | |
| Obsessive-Compulsive D | |
| Post-Traumatic Stress Di | sorder |
| Eating Disorders | |
| Substance Use Disorders | |

1 Generalized Anxiety Disorder (Table 1)

The primary symptom of generalized anxiety disorder, commonly referred to as "anxiety", 2 is pervasive, uncontrollable worry (APA, 2013). Patients with generalized anxiety disorder 3 exhibit global worry about many different things in their life, rather than a specific phobia 4 or particular preoccupation with a specific issue such as illness. Patients with generalized 5 anxiety disorder may have many questions about their treatment and prognosis, including 6 "what if" questions regarding circumstances that have yet to occur. Patients with 7 generalized anxiety disorder may also seem "stressed out", inattentive, or annoyed at times 8 during visits (APA, 2013). Patient's excessive questioning can be perceived as a lack of 9 trust in their practitioners, or "second-guessing" the treatment provider. Practitioners 10 should try to be patient and not take the patient's demeanor or questions to be a problem 11 specifically directed at them, as the practitioner, or their treatment plan. Practitioners 12 should explain procedures, test results, and the recovery process to alleviate concerns as 13 much as possible. If excessive worry is interfering with the treatment plan, it may be 14 necessary to refer the patient to a behavioral health specialist for additional support. 15

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Referral Example: "I know you have been really worried about your recovery, but it seems to me that there might be something more going on. Would you be willing to talk to your primary care doctor therapist, or other health care provider about your high levels of stress and worry?"

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22 Attention-Deficit/Hyperactivity Disorder (ADHD) (Table 2)

There are 2 primary clusters of symptoms for ADHD: difficulty paying attention, and 23 difficulty controlling their impulses and activity level. Patients with ADHD may struggle 24 to pay attention to instructions, sticking with tasks, and keeping track of objects and 25 information. They may talk a lot, interrupt, and struggle to observe social conventions 26 including sitting still and waiting (APA, 2013). Often, patients with hyperactive/impulsive 27 ADHD do not realize that their behavior is disruptive to others. Pointing out the behavior 28 and requesting that the patient refrain is a good option, but it is important for the 29 practitioners to be aware that the patient may repeat the behavior inadvertently again and 30 again, requiring multiple attempts at redirection. A useful technique to ensure that a patient 31 with ADHD understands and is retaining recommendations is for the practitioner to have 32 the patient repeat what the practitioner has told them. If possible, the practitioner should 33 supply the patient with reference material appropriate to the clinical encounter in order to 34 reinforce the clinical recommendations for the office visit. 35

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Referral Example: "You've told me that you sometimes have trouble keeping track of our appointments, forget my instructions, and lose things often. Would it be okay with you if I reached out to your primary care physician to see if we can get you some additional

40 support?"

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1 Bipolar Disorder (Table 3)

Bipolar disorder is characterized by mood states that alternate between depression and 2 mania. Patients who have been diagnosed with bipolar disorder usually spend more time 3 in the depressive state (weeks or months) and only a few days to a week at a time in a 4 manic state (APA, 2013). Because depression is addressed elsewhere in this document, this 5 section on bipolar disorder will focus on manic symptoms. A patient may report feeling 6 really good, be noticeably more talkative than usual, and have trouble staying on topic. 7 Patients who are in a manic state sometimes engage in impulsive or risky behaviors with 8 little regard for the potential consequences (APA, 2013). This may include disregarding 9 treatment recommendations as overly conservative or arduous. When a patient is manic, 10 they are often overly optimistic and your concerns, as a practitioner, will likely not seem 11 problematic to them. Encouraging patients who are in a manic state to check in with their 12 healthcare provider is best practice but also may be challenging. As such, it may be helpful 13 for the practitioner to contact the patient's behavioral health care team on the patient's 14 behalf. If a practitioner witnesses acute symptoms or has concerns about the patient's 15 immediate safety, they should call 911. 16

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Example: "You seem like you're not quite yourself right now. I'm going to give your behavioral healthcare team a call, just to make sure we're all on the same page regarding your treatment plan."

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22 Major Depressive Disorder (Table 4)

Because depression is so common, the United States Preventive Services Task Force 23 (USPSTF) recommends primary health care practitioners screen all adults for major 24 depressive disorder. There are a number of screening tools available to assess symptoms 25 of depression, including the Patient Health Questionnaire (PHQ) in various forms, the 26 Hospital Anxiety and Depression Scales in adults, the Geriatric Depression Scale in older 27 adults, and the Edinburgh Postnatal Depression Scale (EPDS) in postpartum and pregnant 28 women (USPSTF, 2016). Although it is likely that patients will be screened by their 29 primary care team, it is important for all health care practitioners to be aware of symptoms 30 of depression. 31

32

Major depressive disorder, commonly referred to as "depression", is characterized by either 33 of two main symptoms: depressed mood, or loss of interest or pleasure in activities. Patients 34 with depression may appear down, sad, or hopeless with low energy levels. The patient 35 may have lost or gained weight, consistently appear fatigued, or have trouble focusing 36 during appointments (APA, 2013). A formerly compliant and well-functioning patient may 37 struggle to make appointments or follow aftercare instructions. A depressed patient may 38 also report difficulty feeling motivated or that following their treatment plan feels 39 overwhelming. The practitioner may notice negative self-talk and/or a pessimistic view of 40 their future including treatment prognosis. Simplifying a treatment plan into smaller steps 41

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and expressing optimism about treatment outcomes may help patients dealing with depression better adhere to treatment and aftercare recommendations.

3

Example: "You seem unusually down lately and have shared that you are having trouble staying motivated to follow our treatment plan. I'm worried about you and think that you should share how you are feeling with your primary care team. Will you agree to schedule an appointment before I see you next?"

8

9 It is vitally important to be aware of the potential for suicide with a depressed patient. A 10 suicidal patient might present with one or more of the following verbal statements:

- "I am ready to end it all."
- "Everyone would be better off without me." or "I want out."
- "I just want to go to sleep and never wake up."
 - "I am thinking of taking all of my sleeping pills."
- "What's the point of living (or existing)?"
- 16

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- 17 Or the following more indirect indications:
- Expressing strong feelings of hopelessness or being trapped
- An unusual preoccupation with death or dying
- Acting recklessly, as if they have a death wish (e.g., speeding through red lights)
- Calling or visiting people to say goodbye
 - Getting affairs in order (giving away prized possessions, tying up loose ends)
 - A sudden switch from being extremely depressed to acting calm and happy
- 23 24

22

There are some questions that the health care practitioner may ask if concerned that there is a suicide risk:

- 1. Are you having thoughts of killing yourself?
- 28 2. Do you have a plan for how you would end your life?
- Do you have what you need to carry out this plan? (They will typically ask about access to guns or pills.)
- 31 32

33

- 4. Have you thought of a specific time when you intend to take your own life?
- If the patient answers affirmatively to any of the above questions, they should be evaluated by an appropriate mental health professional promptly. If a patient endorses thoughts of
- by an appropriate mental health professional promptly. If a patient endorses thoughts of suicide with a plan and intent, or if the practitioner has concerns about a patient's ability to keep themselves safe, the practitioner should call 911.
- 37

38 Eating Disorders (Table 5)

There are typically three types of eating disorders that the practitioner may encounter: anorexia nervosa, bulimia nervosa, or binge eating disorders. Anorexia nervosa is characterized by a distorted body image, a pathological fear of gaining weight, and severe dieting that leads to excessive weight loss. Bulimia nervosa involves frequent episodes of

Page 4 of 26

binge eating, followed by inappropriate compensatory behaviors, such as vomiting or
 excessive exercise, to avoid weight gain. Binge eating disorder is characterized by
 recurring episodes of eating significantly more food in a short period of time than most
 people would eat under similar circumstances and is marked with feelings of lack of
 control. A patient who engages in binge eating may have feelings of guilt, embarrassment,
 or disgust and may binge eat alone to hide the behavior (APA, 2013).

7

Patients with eating disorders may talk about feeling fat or ashamed of their bodies. It is 8 important to note that only anorexia nervosa is associated with abnormally low body weight 9 but all eating disorders have significant health risks. Patients with eating disorders may 10 struggle to follow treatment plans with a dietary component or have a particular fear of 11 treatment resulting in weight gain (e.g., having to eat with a specific medication, 12 medications that may cause weight gain, or treatment plans requiring the patient to refrain 13 from physical activity such as exercise.) Due to distorted body image, patients who have 14 eating disorders often do not think their behavior is unreasonable and, therefore, can be 15 difficult to convince to engage in treatment. A referral to a specialty mental healthcare 16 provider for assessment and treatment is recommended. If the patient has acute symptoms 17 or is medically at-risk, call 911. 18

19

Example: "I've noticed that you are really concerned about your weight, and you've shared with me some pretty severe habits. I think it's time for you to talk to someone about what you're going through, and I'd like to refer you to a behavioral healthcare provider."

23

24 **Obsessive-Compulsive Disorder (OCD) (Table 6)**

The primary symptoms of Obsessive-Compulsive Disorder (OCD) are intrusive and 25 unwanted thoughts, urges, or images, resulting in distress that prompts the individual to 26 neutralize these intrusive experiences with a compensatory behavior. A practitioner may 27 observe rigid and repetitive behaviors such as hand washing, ordering, or "checking" in an 28 individual with OCD. These behaviors are compulsions which are difficult for the patient 29 to control (APA, 2013). In popular culture, OCD is often confused with Obsessive-30 Compulsive Personality Disorder (OCPD), which is a preoccupation with orderliness, 31 perfectionism, and control. OCD is characterized by distress and anxiety, while OCPD is 32 characterized by rigidity and lack of flexibility (APA, 2013). Patients with OCD may 33 struggle to adjust their schedules to incorporate treatment-related routines, or excessively 34 perform recovery-related tasks in a potentially self-harming manner. Practitioners should 35 consult with the treating behavioral healthcare provider regarding the best way to support 36 patients with OCD (or OCDP) in their practice. 37

- 38
- Example: "I've noticed that you seem anxious and get stuck in certain patterns. That seems like an inconvenient way to live. I'm wondering if you'd be willing to get some support
- 41 from a behavioral healthcare practitioner."

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1 **Panic Disorder (Table 7)**

Panic disorder is the result of panic attacks, or abrupt surges in fear during which multiple 2 physiological symptoms occur. A patient may begin trembling, sweating, or become short 3 of breath. They may report heart palpitations, chest pain, feeling light-headed, or nauseated. 4 When an individual has their first panic attack, they often think there is something 5 medically wrong with them, rather than recognizing that they are experiencing 6 psychological symptoms. Many individuals end up in the emergency room worried they 7 have had a heart attack or stroke. Clinical judgment is needed to determine whether a 8 patient's symptoms constitute a medical emergency or can be managed in-clinic. 9

10

Providing verbal reassurance to the patient exhibiting signs and symptoms of panic 11 disorder that he/she is not in imminent danger and speaking in a soothing/calm/soft voice 12 is often very effective. Encouraging the person to breath slowly and into their stomach or 13 abdomen can ease the immediate symptoms of panic. Breathing into a paper bag can 14 sometimes reduce the light-headedness and fingertip tingling sensation from 15 hyperventilation. If a window is available, opening it enough for fresh air to circulate can 16 also help. If the patient reports feeling light-headed or faint, then having them sit quietly 17 or even lie down on the floor can help prevent them from falling and/or striking their head. 18 19

If the panic attack does not subside, it may be necessary to call for psychiatric assistance and/or 911. If the patient is able to regain focus, the assessment of the health issue for which they have come to see the practitioner can be continued; the practitioner should discuss the patient's current behavior and offer resources/referrals as appropriate.

24

Example: "It looks like you just had a panic attack. I'd like you to reach out to your primary care team so that they can follow-up with you. Can you do that before our next appointment?"

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29 **Post-Traumatic Stress Disorder (PTSD) (Table 8)**

Post-Traumatic Stress Disorder (PTSD) is a mental health condition resulting from 30 exposure to a traumatic event characterized by intrusive memories, nightmares, or 31 flashbacks; avoidance of reminders of the trauma; negative impact on mood and beliefs; 32 and increased physiological arousal and reactivity (APA, 2013). Many people who 33 experience trauma never develop PTSD, however, due to the prevalence of adverse 34 childhood events, it is advisable to follow trauma-informed healthcare provision (Aces 35 Aware, 2021). Per SAMHSA (2014), a trauma-informed approach seeks to avoid re-36 traumatization of trauma survivors through providing physical and psychological safety, 37 transparency, collaboration and shared decision-making, and empowerment. The health 38 care practitioner should recognize the signs and symptoms possibly indicating PTSD and, 39 to the extent possible, avoid activating potential triggers during the treatment encounter. 40

Patients with PTSD may exhibit fear around common treatment practices such as closing the treatment room door, being alone with the provider, or being touched during a routine examination. Talking patients through treatment procedures and asking permission before initiating physical contact may help patients feel safe and remain calm. In addition, offering to have an associate of the same gender as the patient in the room may be helpful to some people.

7

Although rare, a patient may experience a PTSD associated flashback during an office 8 visit. The flashback may be triggered by the patient's own thoughts and feelings or words, 9 objects, or situations that are reminders of the event. The health care practitioner should be 10 aware that during flashbacks the patient is truly reliving a past traumatic experience as 11 though it were occurring in the present. Furthermore, the patient may not be aware of the 12 practitioner's presence or current surroundings. If a PTSD associated flashback occurs 13 putting either the patient or others at risk of harm, the health care practitioner needs to call 14 for immediate assistance and/or 911 emergency services. If the flashback is mild and brief 15 enough, complete treatment visit and refer to appropriate behavioral health resources. 16

17

Example: "It looks like you were somewhere else for a bit there. Flashbacks are often a symptom related to an experience of trauma. I want to make sure you have appropriate support as you work through this. Do you feel comfortable reaching out to a behavioral healthcare provider or would you like me to send them a referral for you?"

22

23 Schizophrenia (Table 9)

Schizophrenia's hallmark symptoms include delusions and hallucinations (psychosis), as 24 well as disorganized speech, disorganized behavior, and diminished emotional expression 25 (APA, 2013). Practitioners may observe a patient talking to themselves and giving attention 26 to seemingly unremarkable spaces within the clinic. In addition, they may appear 27 withdrawn and lack emotional expression, struggle to follow conversation and directions, 28 and behave in odd ways that are inappropriate to the situation/circumstances (APA, 2013). 29 If a patient is experiencing a psychotic episode, the practitioner should call for immediate 30 assistance and/or 911 emergency services. 31

32

Example: "You are behaving unusually today, and it looks like you might be seeing or hearing things that I can't. I'm going to contact behavioral health services so we can get you some support."

36

37 Substance Use Disorders (Table 10)

Substance use disorders cover a wide array of substances with vastly different effects, but all have similarities regarding problematic use, tolerance, and withdrawal symptoms (APA, 2013). According to the DSM-5 (2013), the most commonly misused substances are caffeine, nicotine, alcohol, and cannabis, but substance use trends vary requiring the practitioner to remain up to date on current trends in their area.

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If the health care practitioner suspects active substance misuse, it is important to determine what substance is being used, the amount, and when/how it was used. Every healthcare treatment facility should have their own policy regarding protocols for handling intoxicated patients. In an outpatient setting, depending on the type of substance, the subsequent behavior, and current or potential withdrawal symptoms, there may be a need for immediate assistance and/or 911 emergency services.

8 For patients who are suspected of substance misuse but not actively intoxicated, the 9 practitioner may gently inquire about and express concern over the amount of substance a

patient is using. A practitioner should then offer referral to substance use or behavioral

- 11 healthcare services as appropriate.
- 12

13 Example: "From what you've told me, it sounds like you are drinking quite a lot. I'm

- concerned about your health and would like to offer you a referral to treatment services.
- 15 What do you think?"

1 The tables in this guideline are not exhaustive but represent some of the information helpful in recognizing behavioral health issues that

- the health care practitioner may encounter when working with patients.
- 3

| Table 1: Generalized Anxiety Disorder | | | |
|--|--|---|--|
| Industry Standard Diagnostic Criteria | Industry Standard Behavioral Criteria | Self-Reported Awareness Triggers | |
| Generalized, persistent anxiety is characterized by excessive anxiety and worry that is difficult to control, manifested in symptoms | Restlessness or feeling keyed up or on edge | 1. I worry all the time; I feel like something bad is about to happen; it seems I have a feeling of dread/fear/worry all the time; I just can't stop worrying; I keep thinking about what might happen over and over again all day/night long; I pace back and forth a lot. | |
| from at least 3 of the 6 categories. The anxiety must be about a number of events or activities (such as work or school performance). Symptoms must have persisted for more days than | Being easily fatigued Difficulty concentrating or mind going blank | I get tired so easily; the smallest things just sap my energy. I just can't concentrate; I drive for long distances and I am not aware how I even got to where I am; I feel distracted by all the time; my spouse/boss/friend tells me that I seem "on edge" or anxious; I often feel impatient in grocery store lines/with my spouse/children/employer; I feel angry and agitated a lot of the day. | |
| not over at least a 6-month period and not be attributable to another | 4. Irritability | 4. Everything bothers me so much; I get pissed off easily and find it hard to be around others for too long; everything takes forever. | |
| medical condition (e.g., hyperthyroidism, caffeine excess/intoxication, medications, | 5. Muscle tension | 5. I'm so tense all the time. My stomach feels like it's tied up in knots; I always have a headache, or something always hurts when there's no reason for it to hurt. | |
| drug abuse, and/or coronary heart disease (CHD), or another psychiatric disturbance such as clinical depression or schizophrenia. | Sleep disturbance (difficulty falling or staying asleep, or restless unsatisfying sleep) | 6. It takes me forever to fall asleep, my mind is always on; I wake up a lot at night, sometimes because of bad dreams or nightmares; I wake up earlier than I'd like but I just can't get to sleep; everything has to be just right for me to sleep, and even then, that doesn't always help. | |

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| Table 2. Attention Deficit Hyperactivity Disorder (ADHD) | | | |
|---|---|---|--|
| Industry Standard Diagnostic Criteria | Industry Standard Behavioral Criteria | Self-Reported Awareness Triggers | |
| There are two major diagnostic dimensions to ADHD with diagnostic sub-indicators indicating inattentive type, hyperactive/impulsive type, or a combined presentation. Overall, the symptoms of inattention and impulsivity result in impairment at home, in social, school and/or occupational functioning. At least 5 sub-indicators are | Inattention: a) Failure to follow through on tasks and instructions; b) Often does not seem to listen when spoken to directly; c) Easily distracted; d) Makes careless mistakes/lacks attention to detail; e) Difficulty sustaining attention; f) Exhibits poor organization; g) Avoids/dislikes tasks requiring sustained mental effort; h) Loses things necessary for tasks/activities; i) Is forgetful in daily activities. | 1. My attention just wanders/I just can't seem to pay attention; I get bored really easily; no matter how hard I try, I just can't concentrate; so what if I don't finish what I start; I just don't like working on anything for very long; I like to have lots of different things going on all at the same time; my desk/house/workstation is always disorganized; my mind just wanders when I try to listen; I just can't seem to make good use of my time; my work just gets away from me; at the end of the day, I just don't seem to get much done. | |
| necessary within each diagnostic category dimension applicability and several symptoms must be present in 2 or more settings and several inattentive or hyperactive-impulsive symptoms had to have been present before age 12 | Hyperactivity/impulsivity (at least 5 of the following): a) Experiences restlessness; b) Excessively taps hands or feet, squirms in seat; c) Leaves seat when remaining seated is expected; d) Has difficulty engaging in quiet, leisurely activities; e) Is always "on the go" or acts as if "driven by a motor" that cannot turn off; f) Talks excessively; g) blurts out answers; h) Has difficulty waiting their turn; i) interrupts or intrudes on others. | 1. I just did it; who cares what happens to me; I feel jumpy all the time; I fidget a lot; I am always drumming my fingers; tapping my feet feels good; I sleep very restlessly and get up feeling tired; my mind seems to be on overdrive; there are just too many thoughts at once on my mind; I feel like I have a motor that I can't turn off; I am constantly on the go and in motion, even when I am tired or would like to slow down or stop | |

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| Table 3. Bipolar Disorder | | | |
|---|--|---|--|
| Industry Standard Diagnostic Criteria | Industry Standard Behavioral Criteria | Self-Reported Awareness Triggers | |
| Bipolar disorders are characterized by vast changes in presentation from depression on one side of the spectrum to | 1. Marked increase in goal-directed activity either socially, at work, sexually, or just physically restless. | 1. I just can't seem to sit still; I feel restless all the time; feels like I have ants crawling under my skin; I am flying high; having the best social/sexual/work time I have ever had. | |
| mania or irritability on the other. There are two different types of bipolar disorder with the main | 2. More talkative than usual or feels pressure to keep talking. | 2. It seems like I just can't stop talking; my words just feel like they are being pushed out of my mouth; all my words run together; I can't seem to talk fast enough to keep up with my thinking. | |
| distinction being the level of mania. | 3. Flights of ideas or subjective feeling that thoughts are racing. | 3. My mind is just racing; I can't concentrate on any one thing/thought for very long; my mind is just buzzing. | |
| Diagnostic criteria for the manic or irritable mood in bipolar I must last for at least 1 week (or | 4. Inflated self-esteem or grandiosity that may border on delusional. | 4. No one knows how talented/smart/ athletic that I am; I feel like I could conquer the world; I feel unstoppable; nothing can get in my way now; there's no end to what I can do; sometimes I feel superior to everyone around me. | |
| any length if hospitalized and be present for most of the day, nearly every day (while | 5. Decreased need for sleep. | 5. I don't need much sleep at all; I can stay awake all night long; I just don't feel tired; so who needs sleep; there is too much to do to waste time sleeping. | |
| diagnostic criteria for bipolar II (hypomania) must last at least 4 consecutive days, during which at least 3 symptoms have | 6. Distractibility with the attention drawn too easily to unimportant or irrelevant, usually external stimuli. | 6. I am very distracted by every little detail; I cannot see the forest for the trees; every detail jumps out at me; I am afraid that I will miss something/anything; my mental motor is always running at high speed; my constant worry is details, details, and more details. | |
| persisted (or 4 if mood is only irritable) and don't lead to major problems in daily functioning the way that bipolar I does | Excessive involvement in activities that have a high potential for painful consequences such as shopping sprees, | 7. I know this is bad for me, but it feels so good/exciting; I just can't seem to stop myself; it may be risky but what a high; nothing is going to happen to me; nothing can stop me now; I can't believe | |

Page 11 of 26

| Table 3. Bipolar Disorder | | | |
|--------------------------------|--------------------------------|---|--|
| Industry Standard Diagnostic | Industry Standard Behavioral | Self-Reported Awareness Triggers | |
| Criteria | Criteria | | |
| | promiscuous sexual activities, | that I bought so much/drank so much/did that sexually; driving | |
| NOTE: True bipolar disorders | foolish business practices or | fast is such a high and I know I can handle the car at any speed. | |
| have a number of complex sub- | investments, gambling, and/or | | |
| classifications and diagnostic | reckless driving. | | |
| criteria; the symptoms are | | | |
| indicative but not definitive. | | | |

| Table 4. Clinical Depression | | | |
|---|--|--|--|
| Industry Standard Diagnostic Criteria | Industry Standard Behavioral Criteria | Self-Reported Awareness Triggers | |
| To meet diagnostic criteria for major depressive disorder, one must experience five or more | Fatigue or loss of energy nearly every day. | I have no energy; I tire very easily; feel tired all the time; feel sleepy during the day; cannot pay attention since I feel drowsy. | |
| symptoms during the same 2- week period and at least one of the symptoms should be either depressed mood or loss of interest or pleasure. | 2. Feelings of worthlessness or excessive or inappropriate guilt nearly every day. | 2. I feel worthless; no one understands me; I can't seem to do anything right; I feel so guilty about everything even though I know I shouldn't; I am not as smart/talented/successful/ charming as my friends/co-workers/colleagues; not appreciated by others; no one ever tells me I am good at anything; I am a failure. | |
| A major caveat is that the "differential diagnosis" or less formal assessment is very complex in terms of an | 3. Decreased ability to think or concentrate, or indecisiveness, nearly every day. | 3. Can't seem to concentrate; can't remember what I have read; I drive for long distances and am not even aware of the distance or time; my brain is in a fog; I feel a cloud in my mind; not as sharp as I used to be; I am forgetting more and more details/appointments; my thoughts get scrambled/mixed up. | |

Page 12 of 26

| Table 4. Clinical Depression | | | |
|--|---|---|--|
| Industry Standard Diagnostic Criteria | Industry Standard Behavioral Criteria | Self-Reported Awareness Triggers | |
| underlying medical condition and/or complex mix of depression with other psychological disorders: | 4. Loss of interest in or enjoyment of pleasurable activities. | 4. I do not go out much at all; I used to enjoy "X" but not anymore; I have no interest in sex; eating is more of a chore than an enjoyment; I can't stand being around my children/spouse/friends; getting high on "X" is all I want to do; I feel like I don't have any friends anymore. | |
| Symptoms of depression and many medical disorders can be similar or even identical First presentations of some medical conditions can be depression Relationship between depression and a diagnosed medical condition can be a | 5. A slowing down of thought and a reduction of physical movement or its opposite, restlessness or psychomotor agitation (observable by others, not merely subjective feelings of restlessness or being slowed down). | 5. Everything seems to move in slow motion; I feel like I am moving underwater; talking about "X" does no good at all; no one listens to me; no matter what I do, I cannot seem to get ahead/feel better/have any impact; no matter what changes I try to make, they do no good; I feel trapped. | |
| "chicken-egg" issue Side effects of many medications induce symptoms of and/or overt depression; Individuals on a help/coaching/self- care line are in a context where assessing such complexities is simply not | 6. Feeling depressed mood or appearing this way to others (e.g., appearing tearful or about to cry).or irritable mood 7. Recurrent thoughts of death or suicide. | 6. Things are never going to change; tomorrow is going to be even worse than today; if you think you have it bad, just imagine what I am going through; so who cares; no matter what I do nothing changes; it is all because of "X" (person or event in the past); it wasn't my fault; they never gave me any opportunity to explain/make things right/have a second chance; there is no way out; suddenly I just feel like crying; even little setbacks are too much and I start to cry; poor "X" (person/event); inability to talk about a problem without crying. 7. What's the use in living; I hope I don't wake up or wish I wasn't here; I don't even look when I cross the street; sometimes I just want to end it | |

Page 13 of 26

| Table 4. Clinical Depression | | | |
|----------------------------------|---|---|--|
| Industry Standard Diagnostic | · · | Self-Reported Awareness Triggers | |
| Criteria | Criteria | | |
| possible, advisable, ethical, or | | I am driving too fast, but I don't care; I don't even think about the | |
| legal. | | dangers of sky diving/drinking and driving/random sex/taking new | |
| | | drugs | |
| | 8. Significant weight loss when not dieting or weight gain or decrease or increase in appetite nearly every day. | 8. I don't feel like eating and just don't have an appetite anymore; nothing tastes good; I'm not trying to lose weight; I feel like I eat my feelings; ice cream makes me feel better. | |
| | Difficulty sleeping or sleeping too long nearly every day. | 9. I can't fall asleep even though I'm tired; I keep waking up throughout the night; I wake up earlier than I'd like and can't get back to sleep; I sleep all day yet I'm still tired. | |

| Table 5. Eating Disorders | | |
|---|---|--|
| Industry Standard Diagnostic | Industry Standard | Self-Reported Awareness Triggers |
| Criteria | Behavioral Criteria | |
| Eating disorders are characterized by a persistent disturbance of eating or eating- related behavior that results in the altered consumption or absorption of food and that significantly impairs physical health or psychosocial functioning. Some individuals report eating-related symptoms | 1. Anorexia nervosa is characterized restrictive intake relative to requirements leading to a significantly low body weight. | Weight that is less than minimally normal for age, sex, developmental trajectory, and physical health. Intense fear of becoming fat or persistent behavior that interferes with weight gain despite significantly low weight. Disturbance in the way one's body weight or shape is experienced, undue influence of body weight on self-evaluation, or lack of recognition of seriousness of current low body weight. |

Page 14 of 26

| Table 5. Eating Disorders | | |
|--|--|---|
| Industry Standard Diagnostic Criteria | Industry Standard Behavioral Criteria | Self-Reported Awareness Triggers |
| including craving and compulsion. | 2. Bulimia nervosa involves recurrent episodes of binge eating (occurring with a frequency of at least once a week for 3 months) followed by inappropriate compensatory behaviors to avoid weight gain, and self- evaluation that is unduly influenced by body shape and weight. | 2. Eating an amount of food that is definitely larger than what most individuals would eat in a similar period under similar circumstances A sense of lack of control over what or how one is eating during this period Inappropriate compensatory behaviors including self-induced vomiting, misuse of laxatives or diuretics, fasting, or excessive exercise |
| | 3. Binge eating disorder is characterized by recurring episodes of eating significantly more food in a short period of time than | 3. Binge-eating episodes are characterized by at least 3 of the following: Eating much more rapidly than normal Eating until uncomfortably full Eating large amounts of food when not feeling physically hungry Eating alone because of feeling embarrassed by how much one is eating |

Page 15 of 26

| Table 5. Eating Disorders | | |
|--|---|---|
| Industry Standard Diagnostic Criteria | Industry Standard Behavioral Criteria | Self-Reported Awareness Triggers |
| | most people would eat under similar circumstances. It is marked with feelings of lack of control over what one is eating and marked distress. This behavior occurs, on average, at least once a week over three months. | - Feeling disgusted with oneself, depressed, or very guilty afterward |

| Table 6. Obsessive Compulsive Disorder (OCD) | | | |
|--|---|--|--|
| Industry Standard Diagnostic | Industry Standard Behavioral Criteria | Self-Reported Awareness Triggers | |
| Criteria | | | |
| This disorder is characterized by | 1. Obsessions – These are recurrent, persistent | 1. These thoughts just flood into my mind; I try to stop | |
| either obsessions or | ideas, thoughts, images, or urges that are | these thoughts but I just have no control over them; my | |
| compulsions, although both may | experienced as not voluntary or within | mind will just not turn off; sometimes my thoughts are | |
| be present. | conscious control of the individual. These | really negative but I can't seem to change/stop/ignore | |
| | seem to be thoughts that invade | them; even though I know I should not be thinking these | |
| The obsessions are defined as | consciousness and are experienced as | things, I do and can't seem to stop; sometimes I go over | |
| recurrent and persistent thoughts, | senseless or repugnant. Attempts (often | and over the same idea/thought/word/past | |
| images, or urges which are | futile) are made to ignore or suppress them. | occurrence/future plan over and over again; my thoughts | |

Page 16 of 26

| | Table 6. Obsessive Compulsive | Disorder (OCD) |
|---|--|---|
| Industry Standard Diagnostic Criteria | Industry Standard Behavioral Criteria | Self-Reported Awareness Triggers |
| intrusive and unwanted, and cause marked anxiety or stress. | 2. Compulsions – Repetitive and seemingly | are just exhausting to me; there seems to be too many words just rattling around in my brain2. Every time I leave the house I check the |
| Compulsions consist of repetitive behaviors or mental acts that the person is driven to perform in response to an obsession, or according to rules which must be applied rigidly, and are not realistically connected with what they are trying to neutralize or prevent. | purposeful behavior that are performed according to certain rules or in a stereotyped, rigid fashion. The behavior is not an end in itself but is designed to produce or prevent some future event or situation. However, either the activity is not connected in a realistic way with what it is designed to produce or prevent, or it may be clearly excessive. The act is performed with a sense of subjective compulsion at | locks/water/refrigerator/ burglar alarm many times to be sure everything is OK; if I just wash my hands/clean the floors/do the dishes/finish the laundry, then I know the day will go right for me; even though I know it is crazy, I over and over again; after I do this so many times I am exhausted and satisfied that all is well for a while, then I get a really uneasy feeling and I start all over again; checking my mailbox number of times a day will insure that I am not missing a bill/lottery ticket/personal letter/invitation; doing |
| These obsessions and/or compulsions are a significant source of distress to the individual and/or interfere with | least initially. The individual generally recognizes the senselessness of the behavior and does not derive pleasure from carrying out the activity although it | over and over again is just exhausting, but I can't seem to help myself. |
| social/work/school/role functioning. | provides a temporary release of tension. | |

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CPG 168 Revision 10 - S Behavioral Health Awareness **Revised – July 20, 2023** To CQT for review 06/12/2023 CQT reviewed 06/12/2023 To QIC for review and approval 07/11/2023 QIC reviewed and approved 07/11/2023 To QOC for review and approval 07/20/2023 QOC reviewed and approved 07/20/2023 Page 17 of 26

| Table 7. Panic Disorder | | |
|---|--|--|
| Industry Standard Diagnostic | Industry Standard | Self-Reported Awareness Triggers |
| Criteria | Behavioral Criteria | |
| Panic attacks come on suddenly, | 1. Palpitations (irregular | 1. Sometimes I feel short of breath; can't seem to catch my breath; my |
| repeatedly, and often without | heartbeats) | breathing is labored; |
| warning. They are manifested by | 2. Chest pain or discomfort | 2. My heart seems to squirm in my chest; I can feel my heart skipping a |
| discrete periods of apprehension | 3. Feeling of choking | beat; |
| or terror. | 4. Sensations of shortness of | 3. There is a feeling of pressure in my chest/heart/stomach; my chest feels |
| At least one of the papie attacks | 5. Dizziness, vertigo, light- | tight; 4 Sometimes I feel like I on sheking: at times I feel like I on heing |
| At least one of the panic attacks must be followed by a month or | 5. Dizziness, vertigo, light- headed, faint or unsteady | 4. Sometimes I feel like I am choking; at times I feel like I am being smothered and can't get enough air; |
| more of persistent concern about | feelings | Suddenly I feel dizzy/the room spins around; I can't get my balance; I |
| the implications of the attack or | 6. Paresthesias (numbness or | feel lightheaded, and I feel like I am going to faint; there are times when |
| a significant change in behavior | tingling sensations) | I feel like I am falling or about to fall down for no reason; |
| related to the attack(s). | 7. Feelings of unreality or | 6. My hands/feet feel like there are pins and needles; there is an |
| Terated to the attack(3). | depersonalization (feeling | uncomfortable tingling in my hands/fingers/feet; |
| At least four of the symptoms | detached from oneself) | 7. Sometimes I feel like I am living in a movie; I can't believe what is |
| appear during each attack. | 8. Chills and/or hot flashes | happening/what I am saying/what I am doing; I feel like I'm having an |
| uppeur during each attack. | 9. Sweating | out-of-body experience. |
| | 10. Trembling or shaking | 8. My body goes from hot to cold/cold to hot; suddenly I am freezing |
| | 11. Abdominal distress or | cold/feeling very hot and sweating; |
| | nausea | 9. Even when I am not exercising, I break out in a sweat; sometimes I have |
| | 12. Fear of dying | a cold, clammy sweat where I feel chilly, but I am sweating (Note: Can |
| | 13. Fear of losing control or | occur during sleep); |
| | going crazy | 10. My hands tremble so much that I can't hold a book still; for no reason I |
| | | start to feel a trembling in my hands/feet/fingers; |

Page 18 of 26

| Table 7. Panic Disorder | | |
|-------------------------------------|---------------------|--|
| Industry Standard Diagnostic | | |
| Criteria | Behavioral Criteria | |
| | | 11. My stomach is killing me; I have major cramps; my stomach feels like it's in knots; 12. I feel like I'm going to die; I'm dying so I need to go to the hospital right away 13. There are times when I really feel like I am going crazy; I just do not understand what is going on/what I am saying/what I am doing. |

| Table 8. Post-Traumatic Stress Disorder (PTSD) | | |
|--|--|--|
| Industry Standard Diagnostic Criteria | Industry Standard Behavioral Criteria | Self-Reported Awareness Triggers |
| The essential feature of PTSD is the development of characteristic symptoms following exposure to one or more traumatic events. PTSD symptoms vary from person to person but there are 5 major diagnostic categories and sub-indicators that an individual must display some symptoms from in order to meet diagnostic criteria. | The person was exposed to: death, threatened death, actual or threatened serious injury, or actual or threatened sexual violence, in the following way(s): Direct exposure Witnessing the trauma Learning that a relative or close friend was exposed to a trauma Indirect exposure to aversive details of the trauma, usually in the course of professional duties (e.g., first responders, medics) | I thought I was going to die when happened; I had so many broken bones after the car accident; I was there on 9/11; told me everything that happened to him/her and it was really scary and it really bothered me; working as an EMT, I've seen a lot of things but some of them really stick with you |
| | 2. Re-experiencing of the trauma as evidenced by at least one of the following: a) Unwanted upsetting memories; b) Distressing dreams or | 2. It is just like I am back at/in; all of a sudden I feel just like I did when happened; it seems like it is happening all over |

Page 19 of 26

| | Table 8. Post-Traumatic Stress Diso | order (PTSD) |
|--|--|--|
| Industry Standard Diagnostic Criteria | Industry Standard Behavioral Criteria | Self-Reported Awareness Triggers |
| | nightmares of the event; c) Flashbacks; d) Emotional distress after exposure to internal or external reminders of the trauma; e) Physiological reactivity after exposure to internal or external traumatic cues. | again; I just can't seem to get it out of my mind; I keep going over and over what happened; I just can't seem to stop it from happening; suddenly I just feel overwhelmed by; it is just like I am there again; I'm having nightmares about |
| | 3. Negative alterations in cognitions and mood as shown by at least two of the following: a) Markedly diminished interest in activities; b) Feeling isolated or detached from others; c) Negative affect; d) Inability to recall key features of the trauma; e) Overly negative thoughts and assumptions about oneself or the world; f) Exaggerated blame of self, others or the world; g) Difficulty experiencing positive affect. | 3. I just don't feel connected to anyone/anything; my friends/family have no idea what I am going through; better to feel nothing than that terrible feeling of; I have lost all interest in; I just don't feel much of anything anymore; I feel dead inside; everything around me looks like it is in black and white; I can't even remember everything that happened; I should have never let this happen to me. |
| | 4. Avoidance of trauma-related stimuli after the trauma, in the following way(s) (shown by at least one of the following): Trauma-related thoughts or feelings Trauma-related external reminders | 4. I'd rather not think about it as it gets me too upset; I can't go by/see or do since it's too triggering. |
| | 5. Trauma-related arousal and reactivity that began or worsened after the trauma, in the following way(s): | 5. Since it happened, I'm just mad all the time; So what if I [engage in a risky behavior]? Life's short and you never know when it's your time; I need to |

Page 20 of 26

| Table 8. Post-Traumatic Stress Disorder (PTSD) | | |
|--|--|--|
| Industry Standard Diagnostic Criteria | Industry Standard Behavioral Criteria | Self-Reported Awareness Triggers |
| | Irritability or aggression Risky or self-destructive behavior Hypervigilance Heightened startle reaction Difficulty concentrating Difficulty sleeping | sit with my back to the wall or near the exit in case I need to run out of here; I'm a really light sleeper and worry about every little noise; I'm hyper- aware of my surroundings; it's hard to focus since my mind always goes back to what happened. |

| Table 9. Schizophrenia Disorder | | |
|--|--|--|
| Industry Standard Diagnostic Industry Standard Self-Reported Awareness Triggers | | Self-Reported Awareness Triggers |
| Criteria Diagnostic symptoms include at least 2 during a phase of the illness, lasting at least one month, (or less if successfully treated), and at least one of these symptoms must include: delusions, hallucinations, disorganized speech, grossly disorganized or catatonic behavior, or negative symptoms (i.e. diminished emotional expression or avolition). | Behavioral Criteria 1. Bizarre delusions with no possible basis in fact. 2. Hallucinations (may be auditory, visual, or tactile) | No one knows that I have superpowers; I am the secret head of the CIA/a secret agent; I am actually from another planet/ dimension/time; my television/radio/iPod/ computer transmits coded messages to me. Voice(s) are telling me to; sometimes the voice tells me to; I can hear conversations between people in my head; it seems like my mind is a radio receiver; these voices always are arguing; the voices tell me what I can do (or not do); the voices are always making fun of me/berating me/telling me to do strange things like; these voices get so loud that other people can hear them; I see things all the time (and having conversations with people others can't see); there are bugs crawling all over my skin; there's a device embedded into my body, I can feel it. |

Page 21 of 26

| Table 9. Schizophrenia Disorder | | |
|--|---|--|
| Industry Standard Diagnostic Criteria | Industry Standard Behavioral Criteria | Self-Reported Awareness Triggers |
| Continuous signs of the disturbance must predominate for a period of at least six months. Overall, there is a marked deterioration from a previous level of functioning in areas such as work, social relations, and/or self-care. | Negative symptoms, such as diminished emotional expression or avolition Grossly disorganized or catatonic behavior Disorganized speech (loose associations, tangentiality, incoherence) | I just don't feel anything anymore; my voice/thoughts/body just feels like it is dead. My body just goes rigid, and I can't move; I feel so stiff; I want to walk but I can't seem to take a step Question: Why do people believe in God? "This is a good question. People worship something. Primitive people worshipped airplanes when they first saw them. Science and technology are what this age is about. It is hard to say what started it. Perhaps the industrial revolution, then people have more time to think and study you see. A university degree is certainly an advantage these days. Life is hard." |

| 1 | Table 10. Substance Use Disorders | |
|------------------------------------|---|-----------------------------------|
| Industry Standard Diagnostic | Industry Standard Behavioral Criteria | Self-Reported Awareness |
| Criteria | | Triggers |
| The essential feature of substance | A maladaptive pattern of substance use, leading to clinically significant | A. Inability to cut down, reduce, |
| use disorder is a cluster of | impairment or distress, as manifested by at least two of the following, | or stop the use. |
| cognitive, behavioral, and | occurring within a 12-month period: | |
| physiological symptoms | (1) Tolerance, as defined by either of the following: | B. Use of a substance every day |
| indicating that the individual | a. A need for markedly increased amounts of the substance to achieve | for at least one month. |
| continues using the substance | intoxication or desired effect, or | |

Page 22 of 26

| | Table 10. Substance Use Disorders | |
|---|---|------------------------------------|
| Industry Standard Diagnostic Criteria | Industry Standard Behavioral Criteria | Self-Reported Awareness |
| despite significant substance- | b. Markedly diminished effect with continued use of the same amount of | TriggersC. Impairment of social or |
| related problems. Pathological | the substance | occupational functioning |
| behaviors include broad | (2) Withdrawal, as manifested by either of the following: | (e.g., fights, loss of a job, loss |
| categories of impaired control, | a. The characteristic withdrawal syndrome for the substance, or | of friends, absence from |
| social impairment, risky use, and | b. The same (or a closely related) substance is taken to relieve or avoid | work, legal difficulties, |
| pharmacological criteria. The | withdrawal symptoms | arrest(s) due to possession |
| DSM-5 notes specific diagnostic | (3) The substance is often taken in larger amounts or over a longer | and/or sale of an illegal |
| features for alcohol, caffeine, | period than was intended | substance). |
| cannabis, hallucinogens, | (4) There is a persistent desire or unsuccessful efforts to cut down or | |
| inhalants, opioids, | control substance use | D. Use throughout the day (e.g., |
| sedatives/hypnotics/anxiolytics, | (5) A great deal of time is spent on activities necessary to obtain the | at work). |
| stimulants, and tobacco. | substance (e.g., visiting multiple doctors or driving long distances), | |
| Substances are not considered | use the substance (e.g., chain-smoking), or recover from | |
| "abuse" when there is non- pathological, recreational use of a | its effects (6) Craving or a strong desire or urge to use | |
| substance and/or episodes of use | (7) Failure to fulfill major role obligations at work, home or school | |
| without a pattern of pathological | (8) Continued use despite having persistent or recurrent social or | |
| use. | interpersonal problems caused by use | |
| | (9) Important social, occupational, or recreational activities are given up | |
| | or reduced because of substance use | |
| | (10) Use in situations where it is physically hazardous | |
| | (11) Continued use despite knowledge of having a persistent physical or | |
| | psychological problem that is likely to have been caused or exacerbated | |
| | by the substance (e.g., current | |

Page 23 of 26

| Table 10. Substance Use Disorders | | |
|-----------------------------------|---|-------------------------|
| Industry Standard Diagnostic | Industry Standard Behavioral Criteria | Self-Reported Awareness |
| Criteria | | Triggers |
| | cocaine use despite recognition of cocaine-induced depression, or continued drinking despite recognition that an ulcer was made worse by alcohol consumption) | |

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CPG 168 Revision 10 - S Behavioral Health Awareness **Revised – July 20, 2023** To CQT for review 06/12/2023 CQT reviewed 06/12/2023 To QIC for review and approval 07/11/2023 QIC reviewed and approved 07/11/2023 To QOC for review and approval 07/20/2023 QOC reviewed and approved 07/20/2023 Page 24 of 26

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