



Oregon
Health
Authority



STANDARDS OF CASE MANAGEMENT SERVICES

Training modules

1. Introduction to the Standards of Service
2. Intake & Eligibility
3. Screening & Assessment
4. Acuity Scales
5. Care Planning
6. Information & Referral
7. Follow Up & Monitoring
8. Changes in Enrollment Status



*Training modules are meant to be watched in order



MODULE 5:

Care Planning

Objectives:

1. Introduction to care planning process
2. Overview of how to ensure goals are SMART
3. Demonstration of incorporating motivational interviewing tools into care planning process

Purpose of care plan

- Center the desires, goals, and wishes of the client
- Support client self-determination and empower the client to actively participate in goal planning





Purpose of care plan

- Pay close attention to any areas where change talk is expressed
- Ask the client to summarize what is working well and not so well
- Identified areas become the basis for the care plan





Purpose of care plan

While the client should dictate the goals and objectives of the plan, your role is to help ensure that goals are SMART and to provide resource coordination, information, and referral.

Have you heard of a SMART goal before?





SMART GOALS



SPECIFIC



MEASURABLE



ACHIEVABLE



REALISTIC



TIME-BASED



SPECIFIC



MEASURABLE



ACHIEVABLE



REALISTIC



TIME-BASED

A specific goal has a much greater chance of being accomplished than a general goal.

To set a specific goal you must answer the five “W” questions:
Who, What, Where, When, Which



SPECIFIC



MEASURABLE



ACHIEVABLE



REALISTIC



TIME-BASED

When progress is measured, people stay on track and reach target dates.

To determine if a goal is measurable, ask questions such as, How much? How many? How will I know when it is accomplished?



SPECIFIC



MEASURABLE



ACHIEVABLE



REALISTIC



TIME-BASED

When clients identify goals that are most important to them, they will begin to figure out how to achieve those goals.



SPECIFIC



MEASURABLE



ACHIEVABLE



REALISTIC



TIME-BASED

To be realistic, a goal must be something that can actually happen.



SPECIFIC



MEASURABLE



ACHIEVABLE



REALISTIC



TIME-BASED



A goal should be grounded within a time frame.

Without a time-frame tied to the goal there is no sense of urgency.

SMART goals

“I want to quit smoking.”

“I want to run a
marathon next month.”

“I want to change my
job.”





SMART goals

“I want to quit smoking.”

“I want to run a marathon next month.”

“I want to change my job.”

Depending on the client, probably achievable and realistic, but lacks specificity, measurement, and a deadline.

Instead:

“By March 30, I will no longer be using tobacco products.”



SMART goals

“I want to quit smoking.”

“I want to run a marathon next month.”

“I want to change my job.”

Provides a time frame, but probably isn't achievable, realistic, nor specific.

Instead:

“I am going to run the Salem 5k on April 1st.”





SMART goals

“I want to quit smoking.”

“I want to run a marathon next month.”

“I want to change my job.”

The goal is too general, not answering the how, when, or where.

Instead:

“Next month, I will attend one of HIV Alliance’s Vital Purpose employment events to work on updating my resume.”





Negotiating the care plan

Come to agreement about what tasks are completed by client and what tasks are completed by you.

Recommend to only address top two or three goals at any time.

- ✓ Manageable
- ✓ Achievable





Care planning and coordination

Regular case conferencing is especially important when working with a multi-disciplinary team.

A Release of Information is required before sharing a Care Plan with service providers outside of the HIV Continuum.





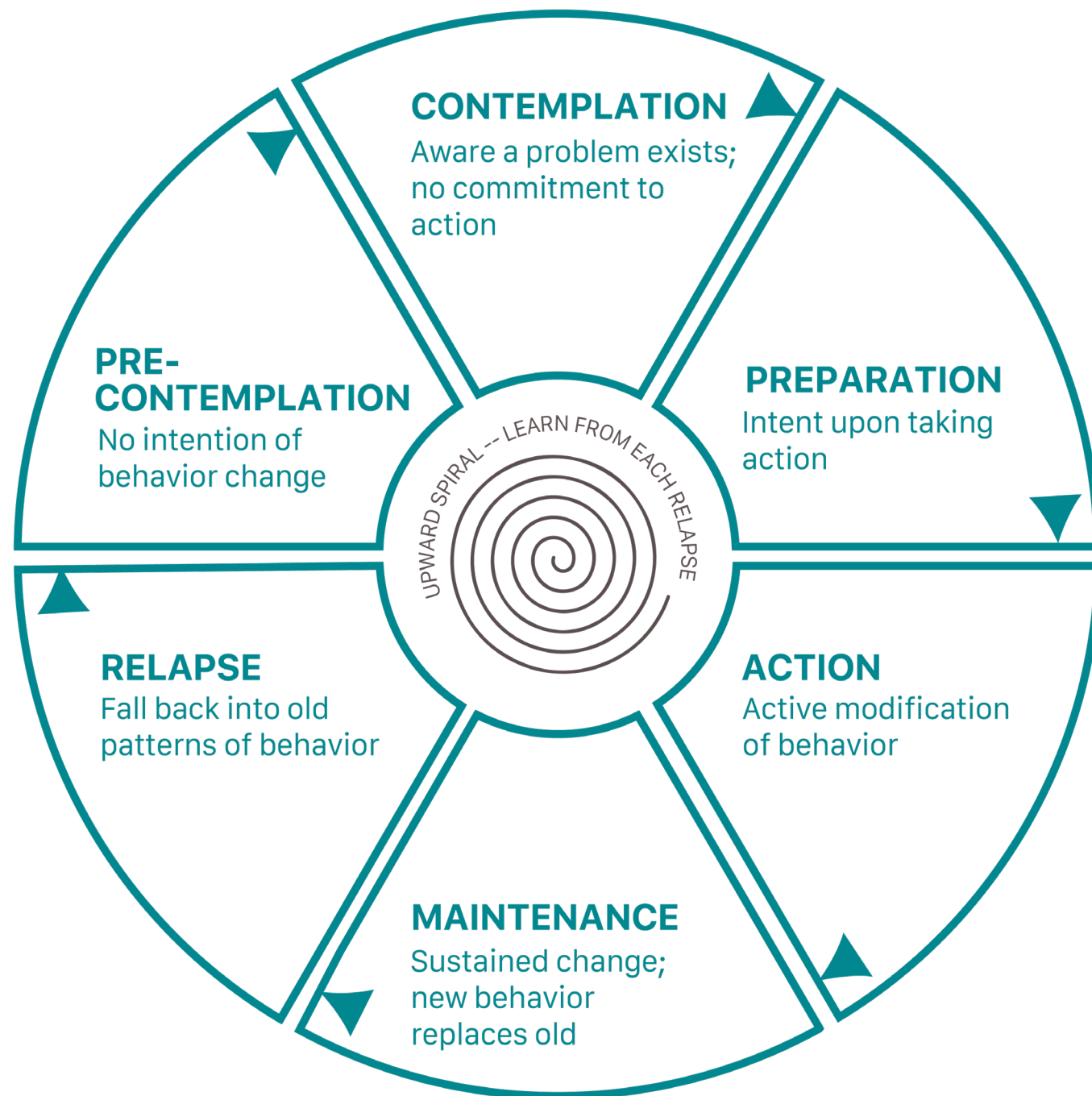
Care planning follow-up

- Review goals and activities developed during the care planning process
- Monitor client outcomes



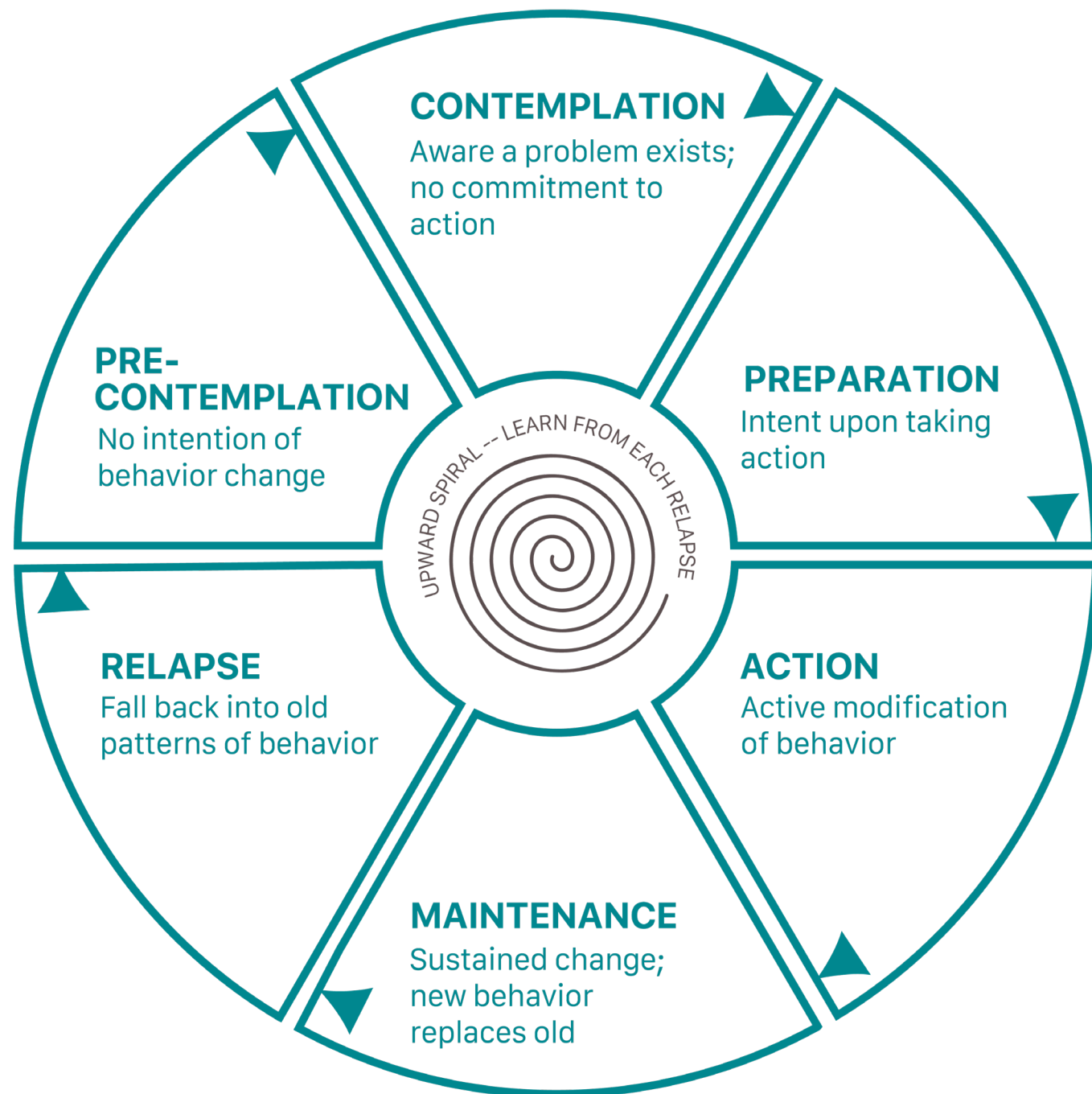
Theory of care planning

Care Coordinators should pay careful attention to what stage of change a client is in when care planning.



Theory of care planning

Use of Motivational Interviewing can be effective to help identify areas client is ready to work on.



Care planning process

Well, Miguel, we've covered a lot of information. Thank you for sharing with me, it's really helped me get to know you.



Today we'd like to draw up a care plan for you, so that you know what needs to happen and who's responsible for what; that kind of thing. When we meet, we will pull the care plan out and touch base about progress you're making on the tasks assigned to you, and I'll give you a status update on any tasks assigned to me. If at any point you want a copy of the care plan, or for it to be provided to someone else, just let me know.



I'm hoping that today I can help you identify a few things you'd like to work on. What I like to do is start with a couple of goals, we know there are probably other issues, but let's just start with two.





It's always best to start where the client's at, with their identified needs and goals, even if it's not what would be most important to you.

Let's see how Farrah handles this conversation.



Well, there's kind of a lot going on. I'd really like to get my own place because my sister's starting to get on my nerves.

I think I've overstayed my welcome there because I guess her landlord was asking about me the other day...

but that requires getting a job.



I'm also pretty stressed about getting my health insurance updated in Oregon. I think my coverage from California is going to expire at the end of the month.



Let's make sure we get you set up on CAREAssist. CAREAssist is Oregon's AIDS Drug Assistance Program which helps individuals maintain health insurance by paying for insurance premiums, doctor visit copayments, coinsurance, and deductibles on medical services.

Yeah, I'd like to do that.
It's been on my mind.



Care planning process

It is expected that if **urgent** needs are identified during the screening/assessment process that you would start the information and referral process (see module 6) and document those activities within a care plan before completing the screening/assessment.



It'll be important for us to complete your CAREAssist application today. I'm going to add to your care plan that I will submit the CAREAssist application today and I will follow up with you if the CAREAssist case worker assigned to you needs additional information. I will also check out what other insurance you may be eligible for, like the Oregon Health Plan, and let you know if other applications need to be completed to make sure you're totally covered.



**Do you have any questions
about the process of obtaining
insurance to get a prescription
for your medication?**



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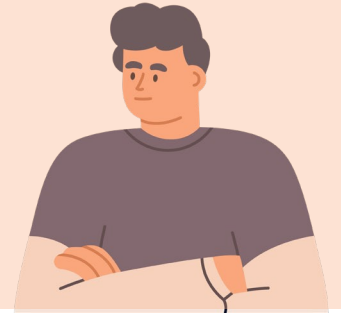


Not right now.



Do you have any questions
about the process of obtaining
insurance to get a prescription
for your medication?

Not right now.



So, Miguel, what would be
another goal that you would
want to work on?



Do you have any questions about the process of obtaining insurance to get a prescription for your medication?



Not right now.



So, Miguel, what would be another goal that you would want to work on?



I really need to find a job. I'd like to be able to pay for my own rent, bills, stuff like that. Not have to be so reliant on my sister.



Care planning process

During the screening, Miguel mentioned that while his prior work experience was in the service industry, he'd like to eventually move into a different line of work, possibly something with the airline industry.

Miguel's main concerns with finding employment were related to not feeling great emotionally and that his car is somewhat unreliable.



So, I know when we did the screening you said most of you work experience has been in restaurants, bars, and that you were thinking that you could at least work part time for now, as long as you didn't have to rely on your car to get there.

Yeah, that would work out really well.



So, for right now, you're basically looking for a waiter type job?

Well, I'm a bit afraid I
might not have the
energy to be on my feet
for 8 hours a day.



That makes sense. How have you found jobs in the past?

Well, being familiar with the bar scene, I knew who was hiring, good places to work, that kind of thing.

The problem is being new to Eugene, I'm not really connected to any of that, so I'm not really sure where to start.



Multiple choice

What state of change would you say Miguel is in regarding finding a job?

- A. Pre-contemplative
- B. Contemplative
- C. Preparation
- D. Action

*“I’m not really sure
where to start.”*



What are your thoughts on how to get started?

Well, I guess I could look on Craigslist or just walk into a few places that are close to me. Maybe my sister would have some ideas. I have a resume that I just updated before I moved up here that's ready to go.



OK, those all sound like good ideas.

Another suggestion I could offer is a referral to HIV Alliance's employment program, Vital Purpose, which offers services like resume and interview preparation, supportive services such as professional attire and transportation assistance and skill building workshops.



MI tool: Only offer advice after you've drawn out ideas for the client first

Referral tip

The agency the client is referred to will depend on the client's location, as HIV Alliance and Eastern Oregon Center for Independent Living employment services cover different service areas.

Visit the [OHA website](#) for the counties each agency services.



Does that sound helpful to you?

Yeah, that sounds interesting to me.



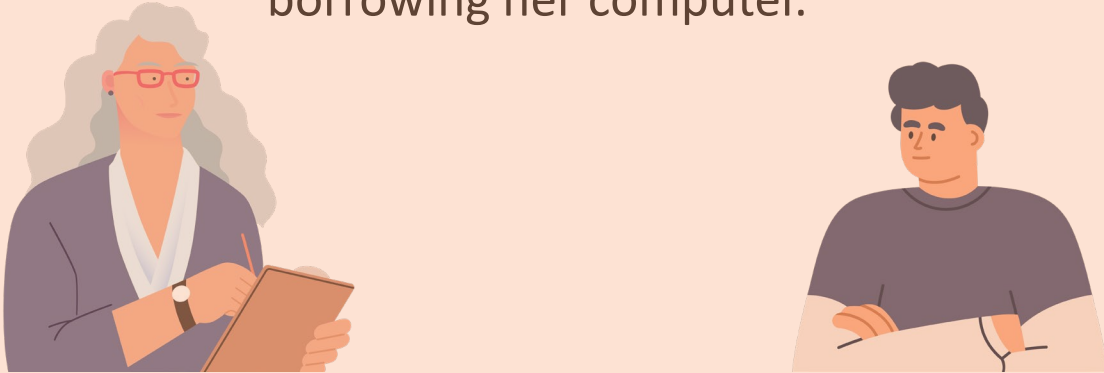
OK, great. I will add it to the care plan that I will make a referral for you to Vital Purpose by the end of the week. While I do that, you mentioned feeling comfortable searching craigslist for job postings, walking to some businesses close by to explore job opportunities, and asking your sister for employment leads. Which of those would you like to focus on?



I can talk to the managers at two places by where I'm staying. I'd rather not ask my sister for more favors right now, including borrowing her computer.



I can talk to the managers at two places by where I'm staying. I'd rather not ask my sister for more favors right now, including borrowing her computer.



I understand. When do you think you'd be able to stop by those businesses?



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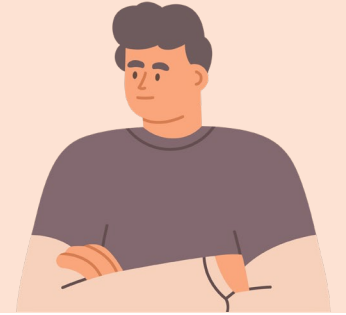
Maybe by the end of next week.



I can talk to the managers at two places by where I'm staying. I'd rather not ask my sister for more favors right now, including borrowing her computer.



I understand. When do you think you'd be able to stop by those businesses?



Maybe by the end of next week.



OK. So, what if we said by next Friday, you'll stop by those spots?



Yeah





I'm also going to add to the care plan, a few places where you can use a computer to get online and search craigslist and check your email. Would that be helpful?

Yeah, I'd really like to be able to check my email more regularly especially when I start applying for new jobs.





**Great, I'll give you that information
before you leave here today.**



Care planning process

If your client doesn't readily identify areas that you are concerned about, it's okay to bring them up, if you remain vigilant for resistance and aware of the client's readiness to change.

This is where MI inspired tools, such as your OARS, scaling questions, and pros and cons can be very helpful.

Farrah has some concerns about Miguel's oral health, so let's see how she brings these up with him.



Miguel, we've come up with two goals that you're going to be working on in this next month and I want to do a little bit of follow up from when we did the assessment about your dental care.

I know you were feeling pretty hesitant to go down that road, so I just wanted to check in with you again because dental health is so important when a person has HIV.



How are you feeling about that now?

Well, I've been thinking about it since our discussion, but, honestly, I just don't know.



Multiple choice

What state of change would you say Miguel is in regarding his dental health?

- A. Pre-contemplative
- B. Contemplative
- C. Preparation
- D. Action

“I’ve been thinking about it since our discussion, but, honestly, I just don’t know.”



Okay, well as you think about getting to the dentist and trying to get this under control, why don't we make a pros and cons list, sometimes that helps to clarify where you're at. So, when you think about getting to the dentist, what would you say are the positives of that decision?



Well, I think the positives would be just better health in general. Being able to eat a little more, certainly look a lot better which would help my self-esteem around getting a new job and making first impressions.





So – getting to the dentist might make it easier for you to find a job – that whole self-confidence thing.

Yes, absolutely.





Okay- so you see the positives in terms of better overall health and that it might help you eat a little more. Tell me a little more about that, are you having limitations in terms of what you eat?



Yeah, I can't bite into anything like an apple, or anything with skin for fear of losing a tooth.
It hurts to eat. I can't really chew, so yeah..



So, less pain would also be a positive?

Absolutely.



Okay, and when you think about the cons or the reasons why you don't want to see a dentist, how would you describe that?



The fear, the cost, those are my two biggest.

I don't have the money right now to take care of what needs to be done.

And you know I'd probably need dentures. I'm young, I just don't know how I could handle taking my teeth out every night and putting them in a cup.

Who would fall in love with someone with no teeth? And that's how I feel, how I've felt.



I understand what you're saying. The vision that you had for yourself at this age is different, and fear, adjustment, and the cost are your three primary reasons why you don't want to go to the dentist.

Right.



MI tool: Reflection (the R in OARS)

Okay, just to let you know in terms of the cost, once your insurance coverage is determined I can help explain what types of resources are available.



That being said, when you weigh the pros and the cons, if 1 is I'm not ready at all and 10 is let's make an appointment today, where would you put yourself on that scale today?

A 6 maybe?



MI tool: Use a scaling question to assess readiness



Okay – a 6. Why would you say you're at a 6 and not, say a 3?



MI tool: Use a scaling question to assess readiness



I don't know....I'm just so fearful of the pain...but maybe if I have trouble finding a job or something, that might be incentive for me to take care of it. Although, that's never really been a problem for me.

I don't know – I think I just need some more time to think about it.



Being scared of the process is understandable. With more information from a dentist, we could discuss what options you have. I am going to make a referral to HIV Alliance's Dental Case Management program while you continue to think it over. Is that alright with you?



Yes. It's just going to take some time to get used to the idea.



Drawing up the care plan

After discussing and negotiating the goals in the care plan, they should be documented in the format stated in your agency's policy.

- Specify activities related to each goal
- Provide the client with a copy





Drawing up the care plan

Goal #1 Miguel will stay on medications. Miguel will submit his OHP and CAREAssist application by the end of the month. Farrah will provide referral information to PCP and mental health provider.

Goal #2 Miguel will find a job. Miguel will visit a WorkSource office by end of next week.



Drawing up the care plan

Referral to HIV
Alliance

Dental care
goals

Goal #1 Miguel will stay on medications. Miguel will submit his OHP and CAREAssist application by the end of the month. Farrah will provide referral information to PCP and mental health provider.

Goal #2 Miguel will find a job. Miguel will visit a WorkSource office by end of next week.



Documentation of care plan

Review slides for the model in which you work:

**County-based model:
Slides 73-75**

**Regional model:
Slides 76-78**



Documentation of care plan

In the county model, every client in HIV Case Management will have a comprehensive, individualized Care Plan that is reviewed and regularly updated with the client in compliance with the acuity requirement.





Developing care plan

At a minimum, the Care Plan should include:

- Client's name
- Goals
- Specific activities for completing the goal
- Person responsible for completing the activity
- Proposed deadline
- Any required referrals
- Status of activities and overall goals
- Date of most recent update





Monitoring the care plan

1. Develop plan in accordance with client's acuity
2. Implement the plan
3. Assess efficacy
4. Provide periodic evaluation and adaptation



Documentation of care plan

In the regional model all clients are required to have an initial care plan.





Developing care plan

At a minimum, the Care Plan should include:

- Client's name
- Goals
- Specific activities for completing the goal
- Person responsible for completing the activity
- Proposed deadline
- Any required referrals
- Status of activities and overall goals
- Date of most recent update





Monitoring the care plan

- Acuity 3 and 4 clients will have current care plan monitored in accordance with acuity
- Acuity 1 and 2 clients will only have additional care planning if need is determined

Developed care plans should be reviewed at least once every 6 months





Module overview

1. Introduction to care planning process
2. Overview of how to ensure goals are SMART
3. Demonstration of incorporating motivational interviewing tools into care planning process



Conclusion

We recommend that you review the Standards of HIV Case Management, bookmark and explore the [OHA website](#) for helpful resources, and continue your training.

Thank you!

