

## What to Do When Your Client is Not Getting Healthier

It is often complicated to know how to even start to identify the barriers preventing our clients' health from improving. However, it is important to identify barriers as it allows us more effectively support our clients with their treatment plans. This tool is an organizing frame for case managers to help with this process. It is useful to keep this tool where it can be referred to quickly.

### Identifying Barriers and Strategizing Intervention

Ask your client how they feel about improving their health	1. Consider Possible Barriers	2. Explore Further	3. Initiate intervention strategy
	Does not care or is apathetic	N/A	Motivational Interviewing
	Is hopeless or distracted by active psychiatric symptoms	N/A	Consult with psychiatric provider
	Might not fully understand medical conditions and/ or treatment plan	Find out what they already know.	Share patient education materials about medical conditions E.g., Hypertension, Diabetes, Smoking cessation

Asses Adherence	1. Consider Possible Barriers	2. Explore Further	3. Initiate intervention strategy
	Inconsistent with medication	Find out why. <ul style="list-style-type: none"> <li>- Too complicated or expensive?</li> <li>- Something else unpleasant?</li> <li>- Tactfully inquire about literacy</li> </ul>	Make medications simpler. <ul style="list-style-type: none"> <li>- Use med boxes, set alarms</li> <li>- Advocate for your client with the medical team.</li> </ul>
	Inconsistent with diet	Find out why. <ul style="list-style-type: none"> <li>- Too complicated or expensive?</li> <li>- Something else unpleasant?</li> </ul>	<ul style="list-style-type: none"> <li>- Provide dietary teaching and support.</li> <li>- Advocate for your client with the medical team.</li> </ul>
	Inconsistent with activity plan	Find out why they are inconsistent. <ul style="list-style-type: none"> <li>- Too complicated?</li> <li>- Too expensive?</li> <li>- Something else unpleasant?</li> </ul>	<ul style="list-style-type: none"> <li>- Behavioral activation</li> <li>- Advocate for your client with the medical team.</li> </ul>
	Inconsistent with another aspect of treatment plan, eg. CPAP machine	Find out why they are inconsistent.	eg. Fitting of CPAP machine  Advocate for your client with the medical team.

Assess outside barriers	1. Consider Possible Barriers	2. Explore Further	3. Initiate intervention strategy
	Knowledge	Find out what they already know.	Share patient education materials about medical conditions E.g., Hypertension, Diabetes, Hyperlipidemia
	Money is tight	Clarify insurance in place.	<ul style="list-style-type: none"> <li>– Help with insurance if needed</li> <li>– Support re-evaluation for cheaper meds</li> <li>– Build a relationship with the pharmacy.</li> </ul>
	Transportation is unreliable.	Explore transport mode and needs.	<ul style="list-style-type: none"> <li>– Maintain [and update!] a list of inexpensive options.</li> <li>– Assist with paperwork, if needed.</li> </ul>
	Cultural attitudes about illness that may discourage treatment	Discuss with client and family.	<ul style="list-style-type: none"> <li>– Try to negotiate solution,</li> <li>– Engage support from someone in social system who is supportive</li> </ul>
	Other Social Determinants of Health, e.g., housing stability, food security, disability payments...	Explore with client.	<ul style="list-style-type: none"> <li>– Maintain list of social services resources, assist client in accessing them.</li> </ul>
	Need for more support in dealing with the medical system.	Lots of barriers here for any person!	<ul style="list-style-type: none"> <li>– Consider visit with client to PCP to see first-hand what barriers might be.</li> <li>– See “PCP Visit or Call Pocket Tool”</li> </ul>

Assess additional barriers related to healthcare providers (us!)	1. Consider Possible Barriers	2. Explore Further	3. Initiate intervention strategy
	Improved coordination with primary care? Do primary care providers interact effectively with us?	Our team may need to build a closer working relationship.	<ul style="list-style-type: none"> <li>– Talk to your team.</li> <li>– Find someone in the primary care clinic who you can work with.</li> <li>– Find a way to make yourself useful to the primary care team: what kind of help can they use with improving the outcome of your clients?</li> </ul>
	Support of mental health staff or organizational culture supporting integration	Find out what your colleagues think and feel about having to work in this area.	<ul style="list-style-type: none"> <li>– Education re high medical risks to our clients</li> </ul>
	Do we understand what the client is being asked to do and why?	Sometimes the number of treatments and tests and appointments can be overwhelming.	<ul style="list-style-type: none"> <li>– Find out what the client knows.</li> <li>– Advocate for a simpler and more convenient treatment plan</li> </ul>

