

# Promoting self - management

## FUNCTION 4

## A) Take an active role in building partnership between user and provider

- **K&S)** Using a collaborative approach, providers and patients work together to:
  - define problems,
  - set priorities,
  - establish goals,
  - create treatment plans and,
  - solve problems along the way.
- **K&S)** Patients and clinicians are both considered experts on the patients` problems
  - the consultation is, therefore, a **meeting between experts** in which the experiential expert (the patient) meets with the clarification expert (the physician).
  - In this view, the object of the consultation/agreement is not to convert the patient to the physician's point of view, but to enlist the patient as a therapeutic ally and to **negotiate mutually acceptable plans** for enhancing the patient's wellbeing.

## A) Demonstrate confidence and support the user with anger management

- K&S) A variety of different social skills can be taught to patients with mental disorder to reduce aggressive behavior. Some of the most commonly taught skills include:
  - Expressing negative feeling.
  - Learning compromise skills.
  - Learning negotiations.
  - Learning problem solving skills.
- K&S) Teaching individuals how to cope more effectively with their anger has the following cognitive – behavioral components:
  - Training individuals to recognize their unique early signs of anger so they are more aware of when they need to use anger management skills.
  - Teaching patients to recognize potentially provocative situations and to identify nonaggressive responses, such as problem solving.
  - Providing a repertoire of behavioral skills for managing conflict.

- A) Encourage the user's independence by providing support with money management
  - K&S) The practitioner must recognise budgeting and “financial discipline” as one of the basic living skills that people need.
  - K&S) The practitioner must support the user to learn and improve budgeting skills.

- A) Motivate users to be active and responsible towards own therapeutic process and support the user to identify and work towards personal goals
- K&S) Help the users to learn about the different therapeutic resources and approaches
  - K&S) Encourage people to take part in making choices
  - K&S) Believe in the user's ability to recover
  - K&S) Fosters a sense of hope
  - K&S) Focus on vision of the user's preferred future
  - K&S) Shifts from a stance of demoralising pessimism to realistic optimism
  - K&S) Helps break the cycle of disempowerment, despair, and learned dependency
  - K&S) Reframe relapses from failures to opportunities to learn
  - K&S) Uses non-threatening crisis response techniques

- A) Motivate users to express their opinion and proposal about organization of the service and activities.
- K&S) Planning — encouraging patient to think about what he wants to tell you or learn from mental health professional.
  - K&S) Reporting — encouraging patient to tell you what he or she wants to talk about during your visit.
  - K&S) Exchanging information — encouraging patient to tell about what's wrong. Sometimes it can help to advise to bring a friend or relative along for support and to help describe patient's behavior and symptoms if he or she is unable to.
  - K&S) Participating — encouraging to discuss the different ways of handling patient's health problems; asking to be sure that patient understand the positive and negative features about each choice.
  - K&S) Agreement — encouraging patient to ask lots of questions to be sure patient and professionals agree on a problem solving plan he or she can live with.
  - K&S) Repeating — discussing with patient what he or she think he or she will need to take care of the problem.

- A) Promote and facilitate self-help and mutual support for users and relatives
- K&S) Communicate effectively with families
  - K&S) Values family involvement in all phases of support and recovery
  - K&S) Identifies local, regional and national users support services and develops working relationships
  - K&S) Understands the experiences, needs and concerns of family members and users
  - K&S) Identifies the impact of mental health problems on family relationships and dynamics that can put users and family members at psychological and physical risk
  - K&S) Educates families and prepares family members to effectively participate in support and recovery

# Supporting social and community integration

FUNCTION 5

- A) Willing to work in an interagency partnership approach, to help achieve the services user's goals and wishes
  - K&S) Knows about entitlement, welfare and benefit systems
  - K&S) Integrate community resources and entitlement programs into service planning and delivery

- A) Encourage users to access to employment and education and to participate in vocational programmes
- K&S) Identifies, develops and maintains good relationships and linkages with a wide range of community resources
  - K&S) Demonstrate knowledge about legal issues and human rights that are relevant to work setting and occupation
  - K&S) Knows about and assists individuals to legal and advocacy resources as needed and/or requested

**A)** Promotes understanding of mental health problems and coping strategies

- **K&S)** Recognizes and supports users' own coping strategies and personal strengths
- **K&S)** Identifies and challenges situations that are stigmatising and discriminatory
- **K&S)** Knows and promotes knowledge about legal issues applicable to providers and customers mental health setting
- **K&S)** Ensures that user is exercising informed choice in relation to treatment, financial, and other decisions
- **K&S)** Use community resources not only open to mental health service users (mainstream services)