

Resilience Case Planning Steps

Health Clinic Approach

Step One: Educating Clients/Families about Trauma and Resilience

- First Important Goal is to provide Education to patients and families members/caregivers about trauma and resilience research.
- When a patient comes in for an appt there needs to be a plan for an identified person in the clinic to provide this education
- Education sessions are about 15-20 minutes
- This session should be conducted in a quiet room away from the waiting room
- Page One and Two provide the content for this conversation
 - Adversity in Childhood is Common
 - These adversities can affect adult health and so we educate all clients about this health information
 - Review the National Council of Behavioral HealthCare Trauma Infographic
 - Teach the Handy Model
 - Discuss Resilience (that people naturally work hard to bounce back and are resilient) and the idea of thriving
- “For this reason we offer the opportunity here to work with us to complete a Resilience and Thriving Case Plan, would you like to work on this with us?”
- If yes ... then a decision must be made who will do Step Two and beyond (workflow)

Step Two: Gathering Resilience Skills

- Engage client in telling a story where they felt like he/she did well in her/his life
- Lay some of the cards on the table now of skills they have used and more skills that you want to help them explore (can they give an example of using that skill?)
- Client may need prompting and you may want to have an example ready of practicing resilience and thriving in your own life
- As the client tells the story, circle the skills you hear and review these with the client

Step Three: Behavior Wheel

- Every behavior (including health behaviors and at-risk health behaviors) meets a need
- Lots of times as people we try to just look at the behavior instead of maybe what we need and why we are using that behavior to get that need met
- In this exercise we want to look at some of the hard things that you do that might be worse for your health to figure out different ways to get those needs met
- Guide them through behavior wheel (with drawing in front of them)
 - Talk to me about a something you are doing that you think is a problem and wish you could change, but are having trouble doing so
 - Ex: Taking my medicine as prescribed, walking every day, practicing meditation, etc.
 - Place the “problem” in the circle
 - Now brain storm with them what do they “like” or “get out of” that behavior
 - Ex: I don’t have the side effects, I don’t like to walk I like to eat on the coach, too many thoughts are in my head ... I don’t like how being still and breathing feels
 - Help them translate this into needs
 - Ex: I want to feel calm, I want to feel safe, I want comfort
 - Then help them think of new behaviors that can meet these needs that they can try between now and next time you see them
 - Ex: Practice with a friend that makes them feel safe, what are comfort items they can use when they do the hard thing, who are their supports, can we reduce the time of each behavior as we start to get you use to it, join a group to practice these new behaviors
 - Are there resilience skills that will help them practice these behaviors
 - Pull back out your cards or look at the resilience list again

Step Four: (Possible) Connections between ACEs and Resilience

- Explore the table that links ACEs to Resilient Skills that are common needs
- Ask client if they would like to pick any resilient skills based on this information and their life experiences
- Client does not have to share and ACEs score
- Client can share a type of event that has happened if they want OR client can simply pick the resilience skills they think they would like to try based on this list
- Make a note of resilience skills they would like to practice

Step Five: Case Planning

- Now we move to the final step of putting this into a plan
- Review with client the resilience/thriving skills they already have (Step One)
 - Would they like to bolster this skill?
- Review the needs they identified from behavior wheel
 - Do they have a new healthy behavior they want to practice to meet this need a different way?
- Lay the cards out again, can they pick up to 3 skills they want to work on between now and the next time they meet with you?
- Insert these goals into the resilience case plan
- Select resources they will need to practice these skills
- Set target dates they want to aim for so that you can review it with them
- Do they have other social supports (people) they would like to share this plan with?