

BH - Behavioral and Social Health

BH-ADL ACTIVITIES OF DAILY LIVING

OUTCOME: The patient/family will understand how the patient's ability to perform activities of daily living (ADLs) impact the care plan including in-home and out-of-home care.

STANDARDS:

1. Define activities of daily living (ADLs) (e.g., the everyday activities involved in personal care such as feeding, dressing, bathing, moving from a bed to a chair (also called transferring), toileting, and walking) and discuss how the patient's ability to perform ADLs affects the ability to live independently.
2. Assist the patient/family in assessing the patient's ability to perform activities of daily living.
3. Provide the appropriate information and referrals for services needed to increase, maintain, and/or assist with activities of daily living.

BH-ANA ABUSE AND NEGLECT – ADULT (SEE ABUSE AND NEGLECT-ABNG)

BH-ANC ABUSE AND NEGLECT – CHILD (SEE ABUSE AND NEGLECT-ABNG)

BH-CM CASE MANAGEMENT

OUTCOME: The patient/family will understand the importance of integrated case management in achieving optimal behavioral health.

STANDARDS:

1. Discuss the roles and responsibilities of each member of the care team including the patient, family, and providers in the case management plan.
2. Explain the coordination and integration of resources and services in developing and implementing the case management plan.
3. Explain the need to obtain the appropriate releases of information necessary to support integrated case management and to maintain patient privacy and confidentiality. **Refer to AF-CON.**

BH-CUL CULTURAL/SPIRITUAL ASPECTS OF HEALTH

OUTCOME: The patient/family will understand the impact and influences cultural that spiritual traditions, practices, and beliefs have on health and wellness.

STANDARDS:

1. Discuss the potential role of cultural/spiritual traditions, practices and beliefs in achieving and maintaining health and wellness. Refer to clergy services, traditional healers, or other culturally appropriate resources.
2. Explain that traditional medicines/treatments should be reviewed with the healthcare provider to determine if there are positive or detrimental interactions with prescribed treatment. Explain that the medical treatment plan must be followed as prescribed to be effective.

BH-DP DISEASE PROCESS

OUTCOME: The patient/family will understand the process of a behavioral health diagnosis or issue and develop a plan to participate in treatment.

STANDARDS:

1. Explain the behavioral health condition and causes. Reassure the patient.
2. Explain how the diagnosis is made (e.g., by symptoms, through testing), as applicable).
3. Discuss options for treatment, both short-term and long-term.

BH-EX EXERCISE

OUTCOME: The patient/family will understand the role of increased physical activity in this patient's disease process and will make a plan to increase regular activity by an agreed-upon amount.

STANDARDS:

1. Discuss medical clearance issues for physical activity.
2. Discuss the benefits of any exercise, such as improvement in well being, stress and depression reduction, sleep, bowel regulation, and self image.
3. Discuss obstacles to a personal exercise plan and solutions to those obstacles. Assist the patient in developing a personal exercise plan.
4. Encourage the patient to increase the intensity and duration of the activity as the patient becomes more fit.
5. Refer to community resources as appropriate.

BH-FU FOLLOW-UP

OUTCOME: The patient/family will understand the importance of follow-up and make a plan to keep follow-up appointments.

STANDARDS:

1. Discuss the importance of follow-up care to achieving the goals in the care plan.
2. Discuss the procedure for obtaining follow-up appointments.
3. Provide information about transportation assistance for follow-up appointments if needed and if available at your institution.

BH-GP GRIEVING PROCESS

OUTCOME: The patient/family will understand the grieving process as it relates to the specific issue or problem.

STANDARDS:

1. Explore any feelings and losses that affect the patient and the patient's loved ones.
2. Discuss the importance of keeping open communication and promoting social interaction in preserving the dignity of the patient.
3. Explore how separation and mourning are aspects of the bereavement process.
4. Explain that the need to repeatedly verbalize feelings is a normal part of grieving.

BH-HOU HOUSING

OUTCOME: The patient/family will understand the relationship between adequate and safe housing and optimal health.

STANDARDS:

1. Provide the patient/family with current information on the availability of shelter services and/or affordable housing or housing assistance (e.g., subsidized housing, emergency rental assistance).
2. Provide the patient/family with assistance and advocacy as needed when attempting to:
 - a. secure shelter or housing services.
 - b. secure utilities, e.g., running water, electricity.
 - c. understand the options available for emergency shelter and/or affordable housing.
3. Explain information pertaining to proper utilization of federal, state, county, and Tribal resources, e.g., home site leases, and archeological and aerial surveys.

BH-HPDP HEALTH PROMOTION, DISEASE PREVENTION

OUTCOME: The patient/family will understand the lifestyle changes necessary to promote and sustain healthy living.

STANDARDS:

1. Explain that health and wellness refers to whole person (mind, body, and spirit) and is a positive state which results from healthy choices.
2. Explain healthy lifestyle choices (e.g., spirituality, social connections, exercise, nutrition) and avoidance of high risk behaviors (e.g., smoking, alcohol and substance abuse, sex with multiple partners). Discuss the benefits of a healthy lifestyle.
3. Discuss wellness as an individual responsibility to:
 - a. Learn how to be healthy.
 - b. Be willing to change.
 - c. Set small, realistic, sustainable goals.
 - d. Practice new knowledge.
 - e. Get help when necessary.
4. Review the community resources available for help in achieving behavior changes.

BH-IB INSURANCE/BENEFITS

OUTCOME: The patient/family will understand the differences among various financial and insurance programs and benefits.

STANDARDS:

1. Explain the process for completing the applications for SSI, Social Security, or other needs assistance, e.g., TANF, food stamps, etc.
2. Provide assistance to patients/families in completing the appropriate applications for identifiable services.

BH-IR INFORMATION AND REFERRAL

OUTCOME: The patient/family will receive information and referral for alternative or additional services as needed or desired.

STANDARDS:

1. Provide the patient/family with alternative or additional sources for care and services.
2. Provide the patient/family with assistance in securing alternative or additional resources as needed.

BH-L LITERATURE

OUTCOME: The patient/family will receive literature about behavioral health issue(s).

STANDARDS:

1. Provide the patient/family with appropriate literature and/or Website addresses to facilitate understanding and knowledge of behavioral health issues.
2. Discuss the content of the literature.

BH-M MEDICATIONS

OUTCOME: The patient/family will understand the purpose, proper use, and expected outcomes of prescribed drug therapy.

STANDARDS:

1. Describe the name, strength, purpose, dosing directions, and storage of the medication.
2. Discuss the risks, benefits, and common or important side effects of the medication and follow up as appropriate.
3. Discuss any significant drug/drug, drug/food, and alcohol interactions, as appropriate.
4. Discuss the importance of full participation with the medication plan and that this is the patient's responsibility. Discuss any barriers to full participation.
5. Discuss the importance of keeping a list of all current prescriptions and over-the-counter medicines, vitamins, herbs, traditional remedies, and supplements. Encourage the patient to bring this list and pill bottles to appointments for medication reconciliation.

BH-PLC PLACEMENT

OUTCOME: The patient/family will understand the recommended level of care/placement as a treatment option.

STANDARDS:

1. Explain the rationale for the recommended placement based on patient/family preference, level of need, involuntary placement, safety, eligibility, availability and funding.
2. Explain that the purpose of placement is to improve mental or physical health and to ensure a safe and supportive environment for continued healing.
3. Discuss alternative placement or treatment options if recommended placement is declined or unavailable.
4. Discuss patient/family fears and concerns regarding placement and provide advocacy and support.

BH-PSY PSYCHOTHERAPY

OUTCOME: The patient/family will understand the goals and process of psychotherapy in the treatment of the patient's mental health condition.

STANDARDS:

1. Review the reason for the initial referral for therapy as part of the care plan.
2. Explain that therapy may include individual, group, psycho-educational/therapeutic, talking circles, or other modalities.
3. Emphasize that full participation and follow-up is critical to treatment success.
4. Emphasize the importance of openness and honesty with the therapist.
5. Discuss issues of safety, confidentiality, and responsibility.
6. Explain that the therapist and the patient will establish goals and duration of therapy together.

BH-RI PATIENT RIGHTS AND RESPONSIBILITIES

OUTCOME: The patient/family will understand patient rights and responsibilities.

STANDARDS:

1. Explain to the patient/family their rights and responsibilities.
2. Discuss patient's rights to privacy and confidentiality with exceptions for patient safety and harm to self/harm to others as appropriate.
3. Explain to the patient/family the process for addressing conflict resolution and grievance.

BH-SM STRESS MANAGEMENT

OUTCOME: The patient will understand the role of stress management in coping with the particular problem or issue.

STANDARDS:

1. Explain that unmanaged stress can have an adverse effect.
2. Explain the role of effective stress management in coping with the particular problem or issue.
3. Discuss various stress management strategies such as maintaining a healthy lifestyle. Some examples may include:
 - a. Becoming aware of your own reactions to stress
 - b. Recognizing and accepting your limits
 - c. Talking with people you trust about your worries or problems

- d. Setting realistic goals
 - e. Getting enough sleep
 - f. Maintaining a healthy diet
 - g. Exercising regularly
 - h. Taking vacations
 - i. Practicing meditation, self-hypnosis, and positive imagery
 - j. Practicing physical relaxation methods such as deep breathing or progressive muscular relaxation
 - k. Participating in spiritual or cultural activities
4. Provide referrals as appropriate.

BH-TE TEST/SCREENING

OUTCOME: The patient/family will understand the test(s) to be performed, the potential risks, the expected benefits, and the risks of non-testing.

STANDARDS:

1. Explain test(s) that have been ordered (explain as appropriate):
 - a. method of testing
 - b. necessity, benefits, and risks of test(s) to be performed
 - c. any potential risk of refusal of recommended test(s)
 - d. any advance preparation and instructions required for the test(s)
 - e. how the results will be used for future medical decision-making
 - f. how to obtain the results of the test
2. Explain test results:
 - a. meaning of the test results
 - b. follow-up tests may be ordered based on the results
 - c. how results will impact or effect the treatment plan
 - d. recommendations based on the test results

BH-TLH TELE-HEALTH

OUTCOME: The patient/family will be aware of the option of receiving tele-health.

STANDARDS:

1. Explain that tele-health services are an alternative to face-to-face care when the patient/family lives in a geographically remote area or the needed service does not exist locally.

2. Explain the risks and benefits of the service offered and that informed consent must be obtained. Explain that patients are free to refuse tele-health services; however, there may not be any other services available.
3. Discuss the process of tele-mental health including the use of telecommunication equipment, the role of the distant consulting clinician, the treating clinician, and the plans for clinical management (e.g., level of support at the originating site, where prescriptions can be filled, and emergency services if needed.).

BH-TR TRANSPORTATION

OUTCOME: The patient/family will understand the options available to them in securing reliable, affordable and accessible transportation in order to keep healthcare and other appointments.

STANDARDS:

1. Provide the patient/family with information regarding transportation options which may include transportation covered by insurance, public, handicap accessible, and tribal or other community transportation services.
2. Assist the patient/family in determining eligibility requirements, obtaining and completing applications and securing documentation as needed to attain transportation services.