The Interpersonal Process and Communication

Sue Binder RN–BC, CCM, PAHM
Integrated Healthcare Consultants, LLC
Case Management – Client Relationship

- Relationship is an interpersonal process
- Relationship is therapeutic
- Relationship is client centered
- Relationship is goal directed
- Relationship is objective
Intent → Client Behavior Change

- Will bring more satisfying behavior patterns
- Will bring better copying strategies
- Will bring an increase self worth for the client
Therapeutic Interpersonal Process

- The Orientation Phase (Beginning)
- The Working Phase (Middle)
- Termination Phase (End)
The Orientation Phase (Beginning)

- Time to get acquainted and gain rapport
- Demonstrate by your voice a genuine caring and understanding that will help to establish trust
- Follow the mutual contract by keeping the meetings. Discuss the dates, times and duration of each call or, meeting
Identify the purpose of the call and discuss the role of both the case manager and the client

Let the client know what the arrangements will be if the case manager is unable to keep the call or meeting

Facilitate the client’s ability to verbalize his/her problem

Listen and assess the client’s limitations and problem areas
The Orientation Phase (Beginning)

- Build on the clients positive aspects of personality
- Identify client problems, case management diagnosis, outcomes criteria, and case management interventions
- Formulate a case management plan
The Working Phase (Middle)

- This is the time to bring about change in the client behavior with the focus on the here and now
- The working phase is reached when change occurs and goals are accomplished
- The Case Manager and the client evaluate and discuss the client’s problem and what has been accomplished
The Working Phase (Middle)

- Set priorities with the client in determining the client needs
- Identify with the client those behaviors that the client is willing to change. (set realistic goals)
- Make goals testable and attainable for successful experiences
The purpose of the termination phase is to end the relationship.

- Assure the client that he/she can be independent in some or all of his/her functions.

- Ideally the termination phase begins during the orientation phase and the client has improved sufficiently for the relationship to end.
The Termination Phase (End)

- Help the client discuss his/her feelings about terminating the relationship
- Have the client talk about the gains he/she has made
- Share with the client the growth you have witnessed
- Express the benefits you have gained from the experience
Therapeutic Communication Techniques

- Therapeutic communication techniques are essential to the case management–client process.
- Therapeutic communication techniques are essential to the successful implementation of the case management plan.
- These techniques are even more important when you can’t see the client and your work is telephonic.
Sample Techniques

- Sample therapeutic and non-therapeutic techniques