

EMS VISITOR- TRANSITION TO CASE MANAGEMENT SERVICES & SCRIPT

1) Utilize your Motivational Interviewing skills:

Keep in mind what the client's motivating factor is (eg being able to stay in their home, be near their personal belongings, maintaining as much independence as possible)

"I understand you want to stay in your home and I think you should be able to. What do you think is making it difficult right now for you? Tell me more about what you enjoy doing at home and what would make it easier for you to do that."

2) Recognize signs of the client being open to help. For example, they may say "I wish I had help with my grocery shopping" or "Can you help me with _____":

"I can see you'd like help with cleaning your bathroom. It is hard work! Luckily, I know of someone who can help you arrange this. They can help you clean your bathroom so you can feel more at home..."

3) Validate their abilities, successes, and openness:

"Bob, you really seem to be doing great with cooking your meals. I bet you'd like to cook more with help grocery shopping. I know of someone who has help from _____. She says they are great!"

4) Recognize and validate their reluctance for help:

"I understand Mary that you don't want strangers in your home. It is a big change. You didn't know me at first, and now we enjoy each other's company. I can help by meeting with you and the case manager together. Maybe you will give them a try for a couple weeks and then decide from there."

5) With the client's permission and signed Release of Information, call the Verona Senior Center or Fitchburg Senior Center to make client referral.

- a. Let the case manager taking the referral call know the client is involved with the EMS Visitor Program through WAI
- b. Provide them information they need to meet with client
- c. Give them the case # assigned to that individual (case manager will need to keep this number when sharing data back with WAI later)
- d. Schedule a joint visit with client and case manager to make a smooth transition.