

Risk Mitigation Planning

Presented By: Nora Brahe

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Our Mission

Improving health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.

Training Objectives

- Learn & practice person-centered risk mitigation plan development and monitoring skills
- Increase risk mitigation planning, monitoring and revision knowledge
- Review monitoring and documentation requirements



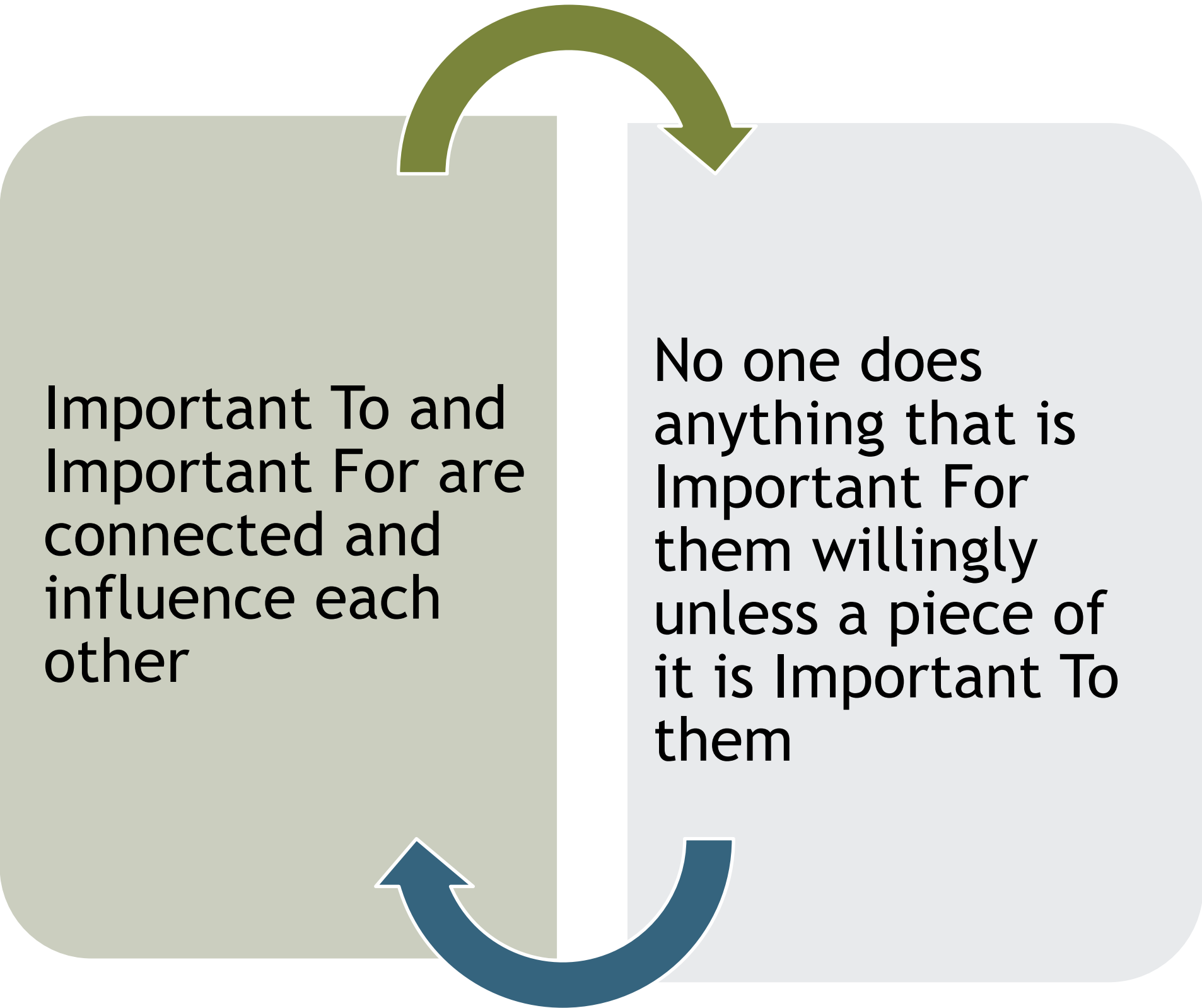
What's Important To a person includes those things in life which help us to be satisfied, content, comforted, fulfilled, and happy.

- Includes what matters the most to the person - their own definition of quality of life.
- What is important to a person includes only what people “say”
 - with their words
 - with their behavior



What's Important For a person is what others see as necessary to help the person:

- Be safe
- Be healthy
- Be valued
- Be a contributing member to their community



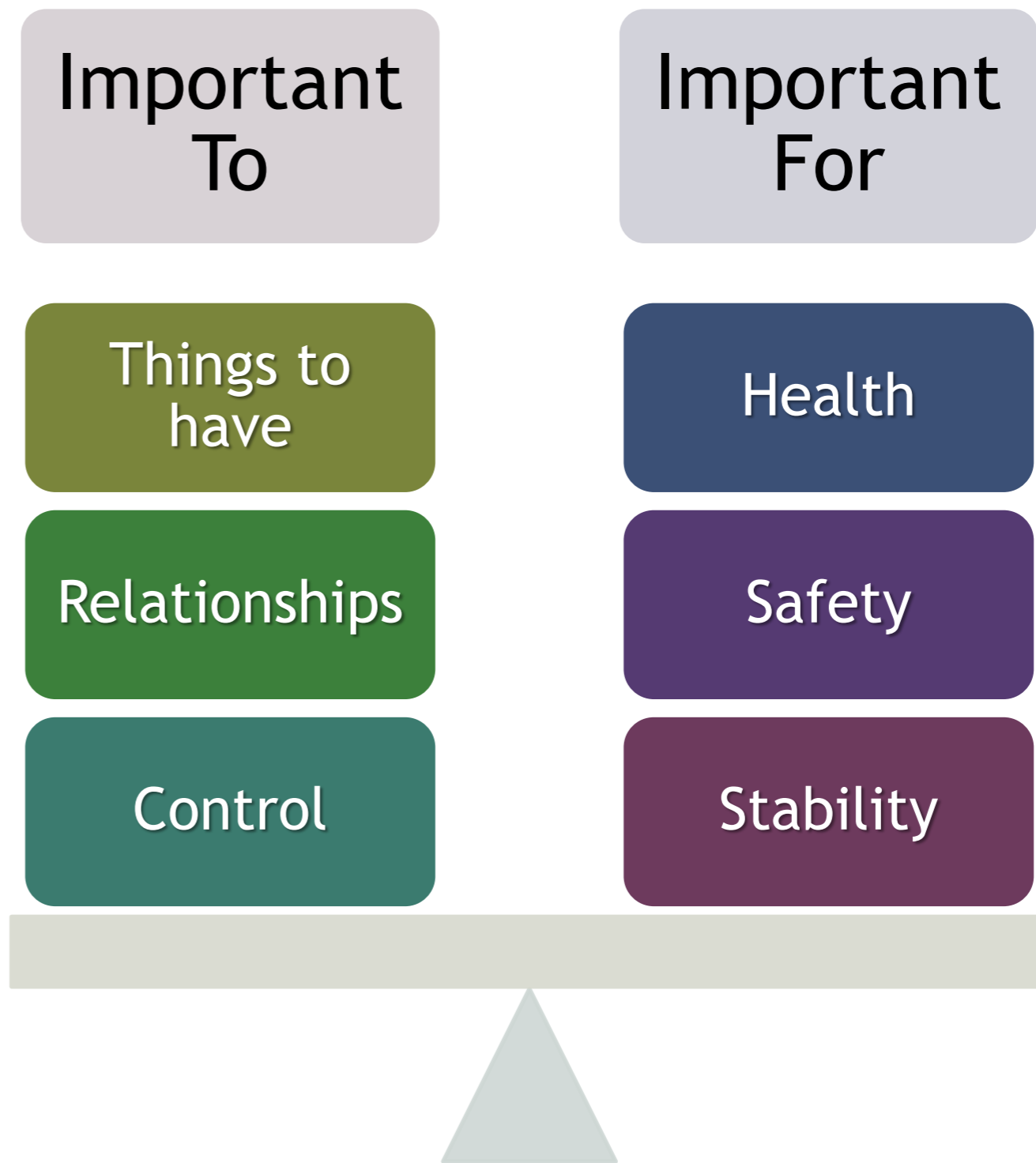
Important To and Important For are connected and influence each other

No one does anything that is Important For them willingly unless a piece of it is Important To them

Balance is dynamic (changing) and always involves tradeoffs between the things that are Important To and Important For

Risk Mitigation Goal

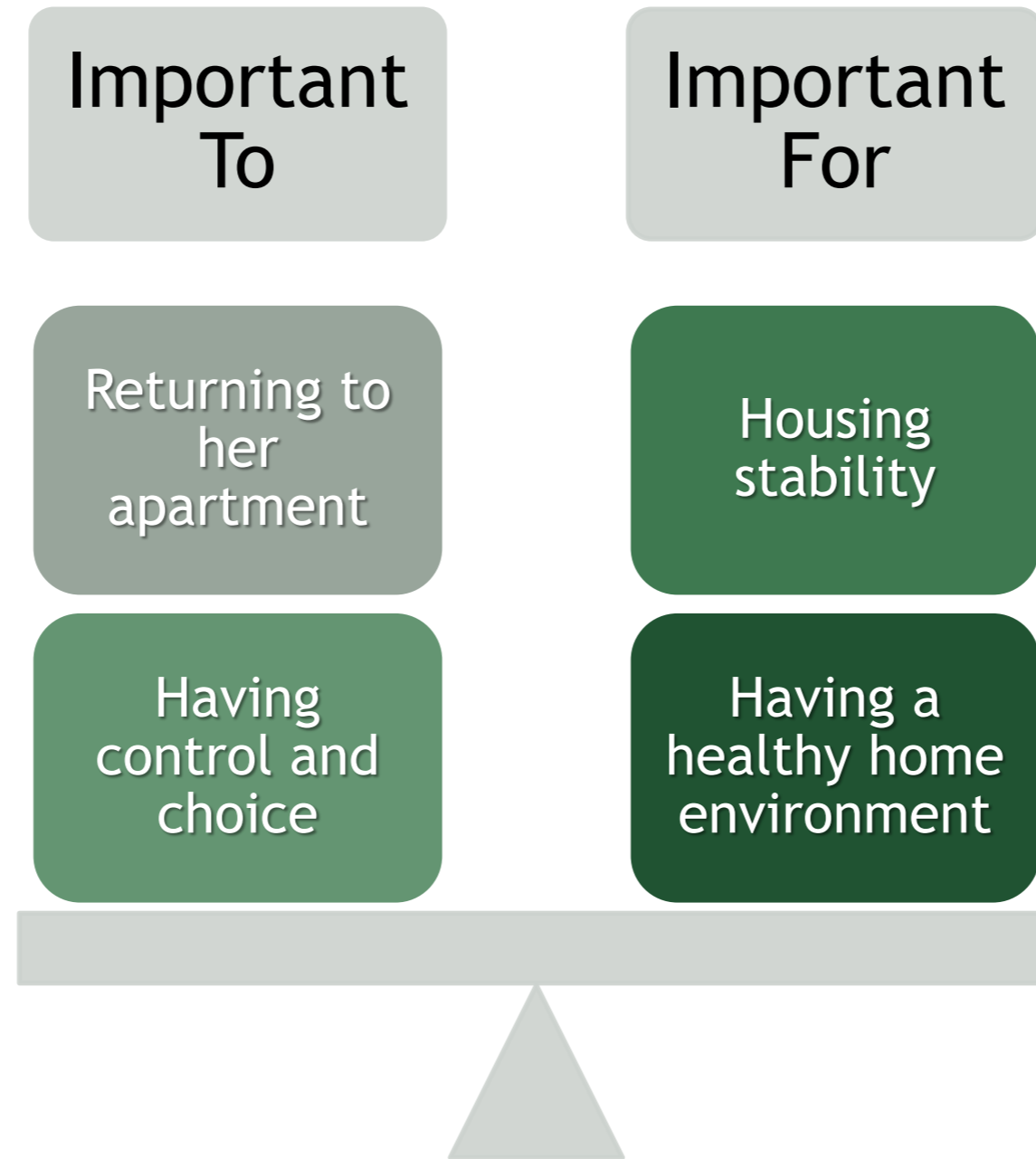
Create balance between Important To and Important For related to risk factors



Betty's Story

- Living in her own apartment for 4 months
- Recently admitted to the hospital
- Readmitted to the nursing facility for rehab
- Apartment has a bed bug infestation
- Several methods to eradicate without success
- Concern that the unit may not pass an upcoming HUD inspection
- Betty may lose her voucher
- Option of finding another apartment discussed
- Betty, likes her apartment and wants to return there

Betty's Important To/ Important For



Informed Decision-Making



The process of

- Examining possibilities and options
- Comparing them
- Choosing a course of action

Informed Decision-Making Steps

Identify decision to be made

Gather information

Identify options

Explain risks/benefits

Make implementation plan

Rosemary's Story

- Has been in the facility for 5 years
- Has experience living independently
- Spending habits led to eviction
- Without housing for 3 years
- Admitted to nursing facility with severe injuries from a bad fall
- Unable to leave the facility due to lack of money, housing and support
- Strained relationship with sister

Informed Decision-Making Process

1. Identify decision

Rosemary wants to live in an apartment (*Important To*)

2. Gather information

What might interfere with this? (*Important For*)

3. Identify options

Strategies

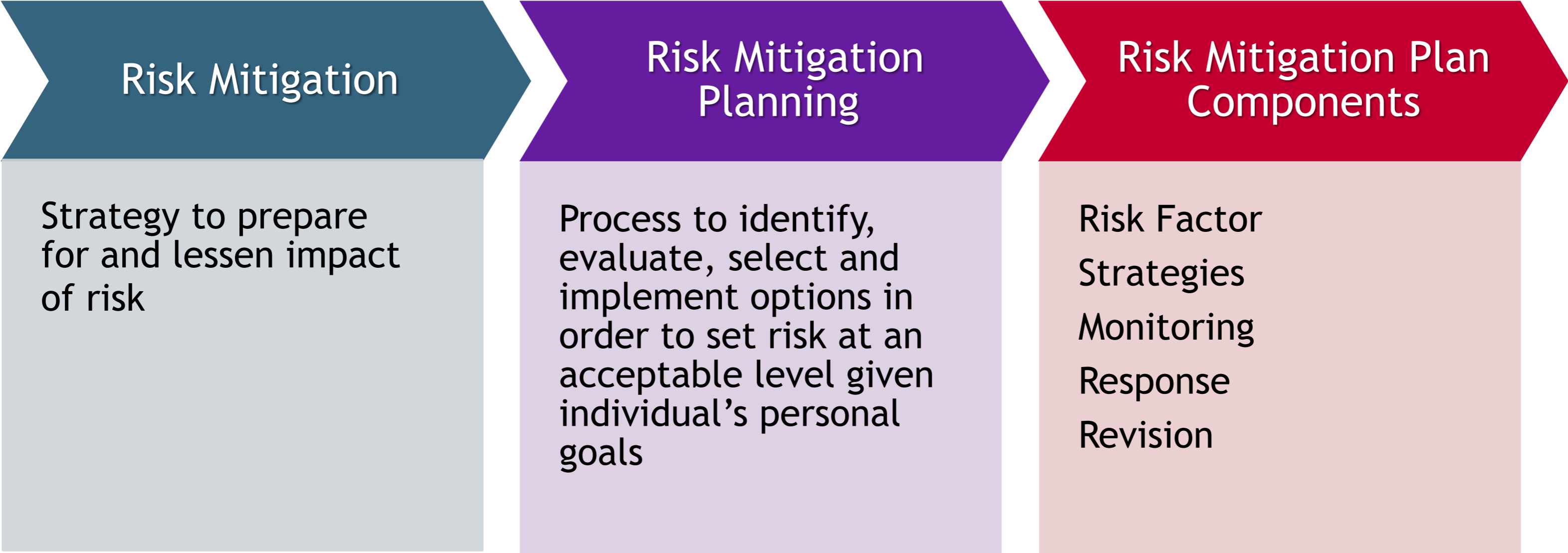
4. Discuss risks and benefits

5. Implement plan to support Rosemary's goal of living in an apartment

Monitor, Respond, Revise



Risk Mitigation



Components of a Risk Mitigation Plan



- Risk Category
- Risk & negative outcomes
- Prevention Strategies
- Monitoring/Reporting
- Choice not to address risk & reason why



WHAT IS A RISK FACTOR?

A risk factor is any situation, activity or behavior that could lead to:

- Involvement with law enforcement
- Admission to a hospital or nursing facility
- Visits to acute care unit
- Eviction

Common High Risk Factors

- Substance misuse
- Complex medical conditions
- Isolation
- Gap in services
- Interpersonal relationships
- Housing instability



Risk & Negative Outcome



Written in member's own words

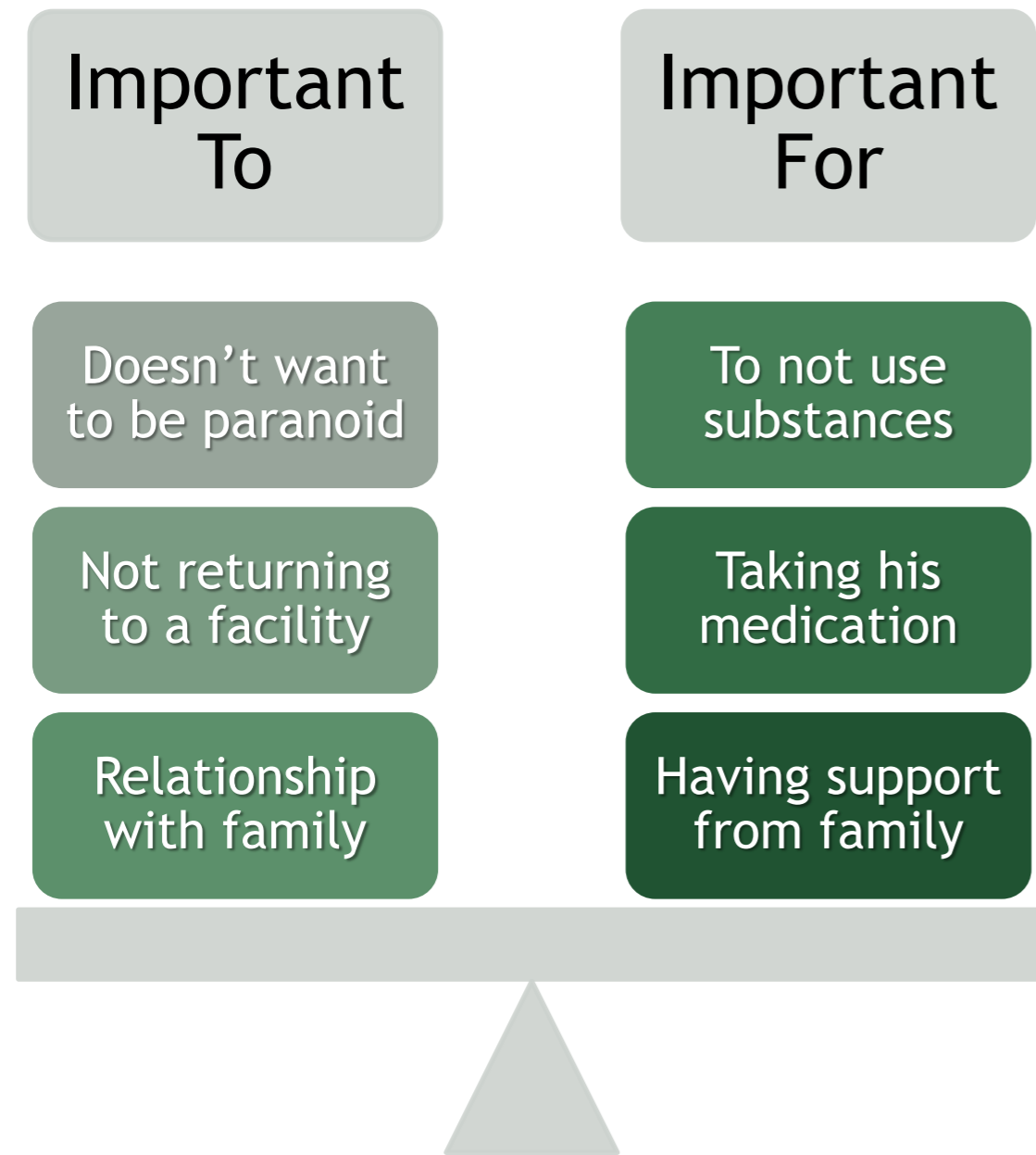
Relates to Important To

Clear & Specific

Leon's Story

- Leon is a 36-year-old
- Has lived in the facility for 6 years
- Diagnosed with schizophrenia
- Psychiatric inpatient stay led to facility admission
- Substance use impacts medication compliance
- Has had family support in the past - relationships now strained
- Has prior attempts at living independently
- His goal is to leave the facility and live in an apartment

Risk Factors



- Substance use during first 30 days after discharge
- Not taking medications
- Interactions with family that may damage that relationship

My risk & possible negative outcomes of the risk

I might feel tempted to drink once I am out of the nursing home



If I drink I probably will forget to take my medications

Sometimes I forget to take my medications



If I don't take my medications I'll start thinking people want to hurt me

I do things that my family doesn't like when I'm drinking or not taking my medications



My family won't want to see me if I act like I've been drinking or not taking my medications

Prevention Strategies

A strategy is a way of describing how you are going to get things done. (Do we want to take the train? Fly? Walk?)

Strategies suggest paths to take (and how to move along) on the road to success.



Consider existing barriers & resources
(people, money etc.)

Balance Important To
Important For

- Specific
- Measurable
- Achievable
- Timed

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5 TIPS



- ✓ **Promote partnership**
- ✓ **Keep talking - engage member in all discussion/decisions related to strategy**
- ✓ **Connect strategy to “*Important To*”**
- ✓ **Be creative - think outside the box**
- ✓ **Focus on achieving a desired outcomes**

I might be tempted to drink once I am out of the facility

- Make a list of what made me think about drinking in the past - Post the list on my refrigerator
- Make a list of things I like to do and do at least one a day
- Have a daily check in with the transition coordinator to discuss how I am adjusting to my new living arrangement and whether or not I have had thoughts of drinking or have used alcohol
- Keep track of the number of days I don't use - make a plan to celebrate

My family might not want to see me if I act in ways they don't like because I am using or not taking my medications

- Schedule set times to visit with my family
- Write a plan to take my meds and to avoid drinking before the scheduled visit
- Do everything on my plan before I see my family
- Talk about how the visit went with my TC
- Revise my plan if needed

Response Plan to Alcohol Use



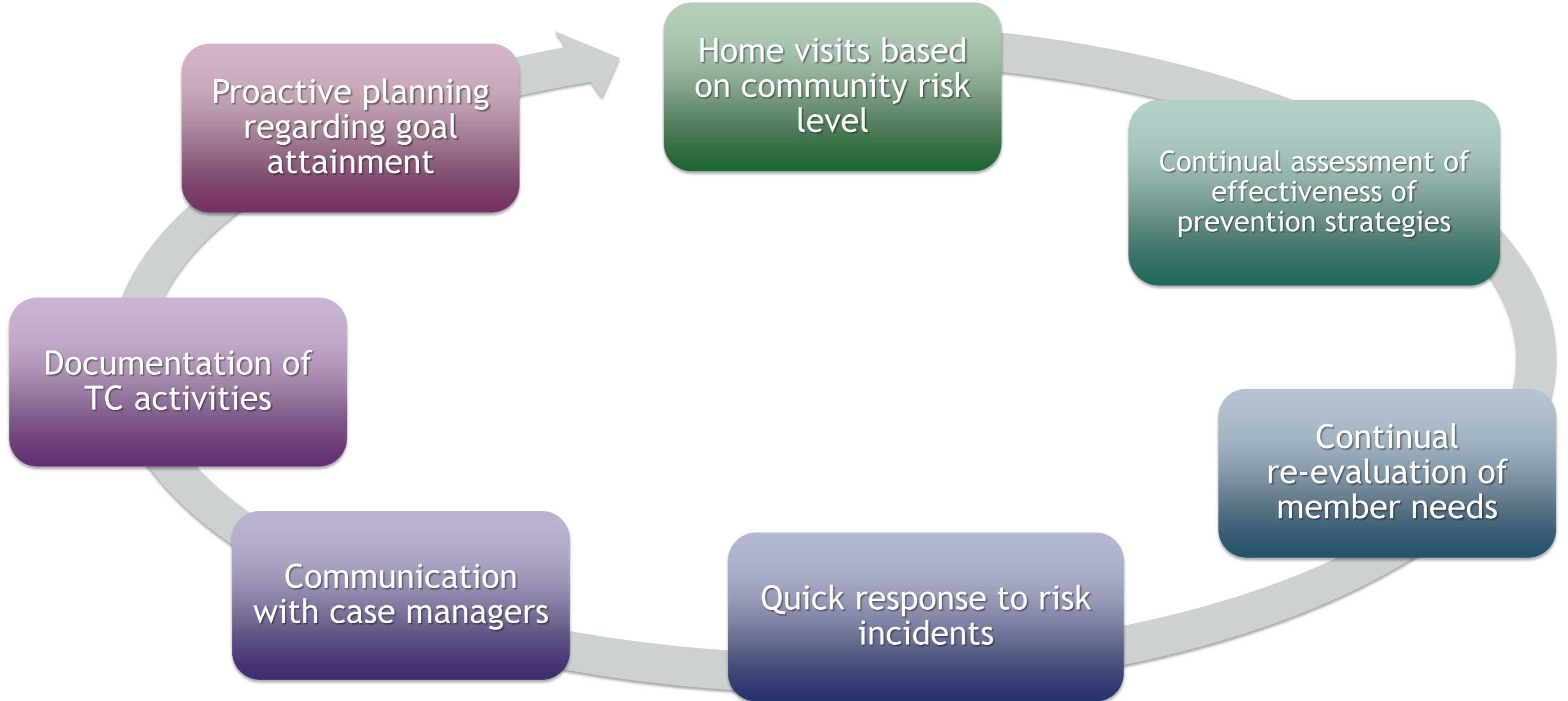
- ✓ My TC and I will talk about the alcohol use to identify what triggered the use, what the outcome of the use was and how it affected what's important to me
- ✓ An alternative activity will be identified for the specific trigger
- ✓ A plan to address any problems with others or my apartment complex as a result of the alcohol use will be created and implemented
- ✓ Alternative support systems such as AA or counseling will be considered

Person-Centered Skills Used To Develop Risk Mitigation Plans

Important To
Important For

Informed
Decision-Making

Effective Risk Mitigation is a Continual Cycle



Person-Centered Risk Mitigation Monitoring

- On-going conversation
- Acknowledgement & celebration of successes
- Risk occurrence seen as learning opportunity
- Continual review of Important To/Important For balance affected by risk factors
- Use of person-centered skills
- Quick response to risk incidents

Community Monitoring Person-Centered Skills



- ✓ Working/Not Working
- ✓ 4+1 Questions
- ✓ Donut

Working/Not Working

Focus in on a specific issue or area of life
Helps you dig deeper

- Negotiation Skill
 - All must feel listened to-accurately reflect perspectives
 - Start with common ground
 - Remain unconditionally constructive
 - Done in partnership

- Bridge to action planning
 - What needs to be maintained/enhanced?
 - What needs to change?

Use to organize perspectives about a specific issue or to get a snapshot description of NOW

What's Working	What's Not Working / What Could Improve
What does the member say is working?	What does the member say is not working or could be better?
What do others involved in the situation say is working?	What do others involved in the situation say is not working or could be better?

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Mark's Story

- Has been in his apartment for 3 months
- Motivated to live independently
- Chooses to not receive supportive services which has impacted his ability to care for himself and his apartment
- TC has received numerous complaints from the property manager concerning Mark
- There are concerns for his safety due to unsafe behavior
- Enjoys his apartment & wants to remain there
- The property manager is willing to work with Mark to help him stay in his apartment

	What's working/making sense	What's not working/making sense
Mark's Perspective	<ul style="list-style-type: none"> • Mark is happy in his apartment • He likes to ask people into his apartment • He wants to make friends 	<ul style="list-style-type: none"> • Mark prefers not to learn life skills • He gets upset when he thinks others don't like him
Other Tenant's Perspective	<ul style="list-style-type: none"> • The other tenants like Mark • They are concerned for his safety 	<ul style="list-style-type: none"> • Mark asks for money • He smokes in the hallway • He blocks the entry
Property Manager's Perspective	<ul style="list-style-type: none"> • The property manager wants to help Mark stay in his apartment 	

4 + 1 Questions

<p>What have you tried? 1</p>	<p>What have you learned? 2</p>	<p>What are you pleased about? 3</p>	<p>What are you concerned about? 4</p>
<p>What did you do? When did you do it? Who else was there?</p>	<p>What did you learn from your efforts?</p>	<p>What did you like about what you tried? What went well? What worked for you?</p>	<p>What challenges did you encounter? What didn't you like about what you tried? What didn't work for you?</p>

+1 – Given your learning what will you do next?

Teresa's Story

- Teresa resided in a nursing facility for ten years
- Participated in many activities enjoys being around other people and being active
- She had developed many important relationships
- Teresa moved into her own apartment two months ago
- She is happy to have her “own place” and to be able to determine how she spends her time
- Since being in her apartment she is very lonely and bored
- She has started making comments about returning to the facility “just to have someone to talk to”

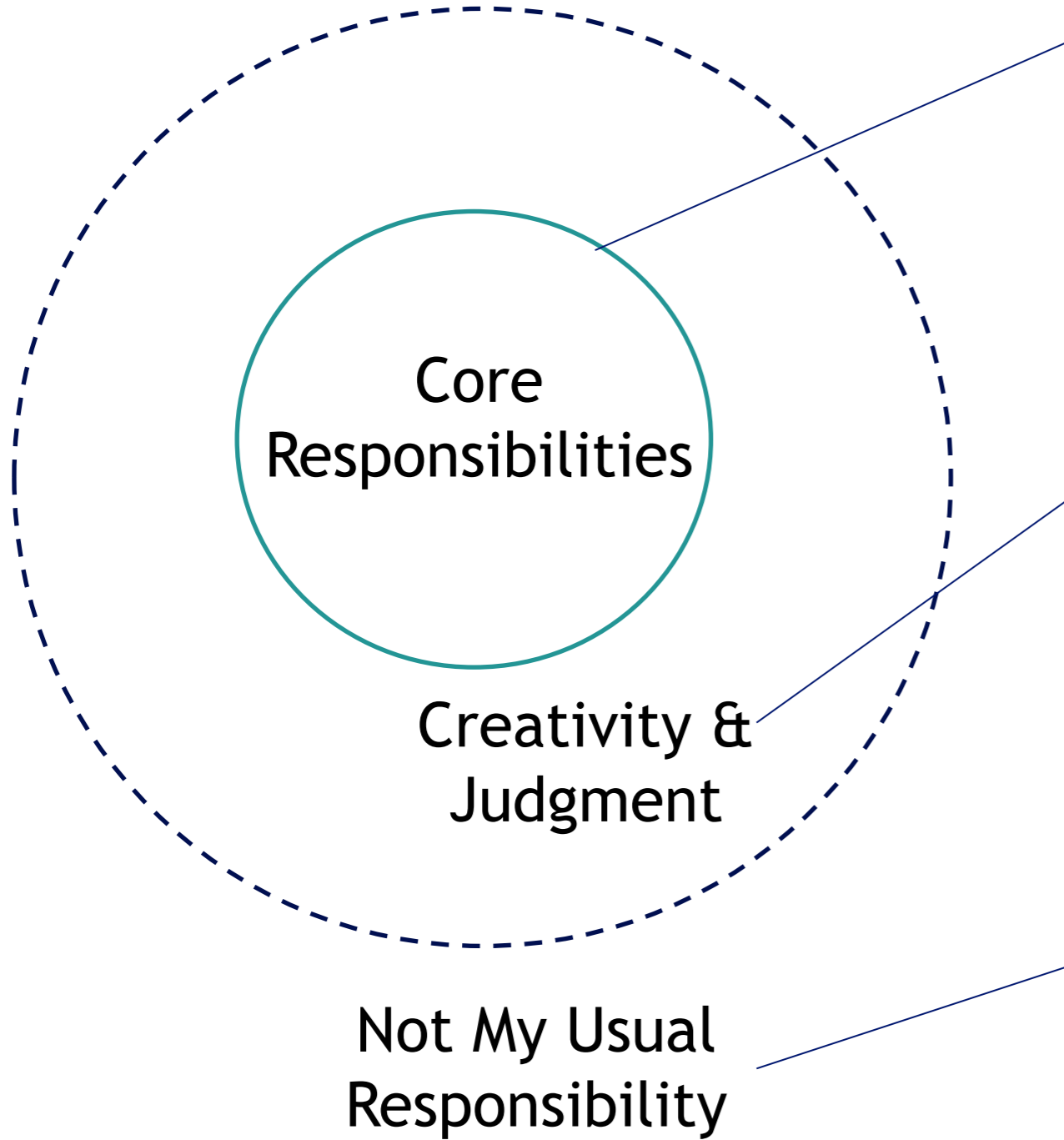
What have we done to address Teresa's loneliness?

1. What have we tried?	2. What have we learned?	3. What are we pleased about?	4. What are we concerned about?

+1 – Given our learning what will we do next?

My Donut as a Transition Coordinator

Roles & Expectations



Core Responsibilities:

- Provide complete and correct information to member to support informed decision-making
- Maintain communication
- Provide level of support based on risk level
- Respond to situations that impact health, safety & welfare

Creativity and Judgment:

- Methods of providing information and assisting member to make a decision
- Methods of how to provide support and respond to risk factors

Not my Usual Responsibility:

- Making decisions for the member
- Problem-solving situations that are not
- Related to risk factors unless the member requests assistance

Jason's Story

- Jason is 42 years old and has resided in the nursing facility for five years
- Prior to that he had been without housing
- He was anxious to leave the facility and had communicated that he understood the challenges and responsibilities of living in the community
- Initially, Jason did everything that was expected to live independently
- Currently chooses to not receive support and services without the necessary services
- Jason has received notice that if his friends remain in the apartment, his back rent has not been paid and his apartment is not cleaned, he will be evicted
- Jason's response to this is that he “doesn't care about that stuff”

Transition Coordinators' Donut Possible

Core Responsibilities:

- Using Decision Making Process help Jason make decisions regarding receiving services/supports, paying his rent and following lease rules

Judgement & Creativity:

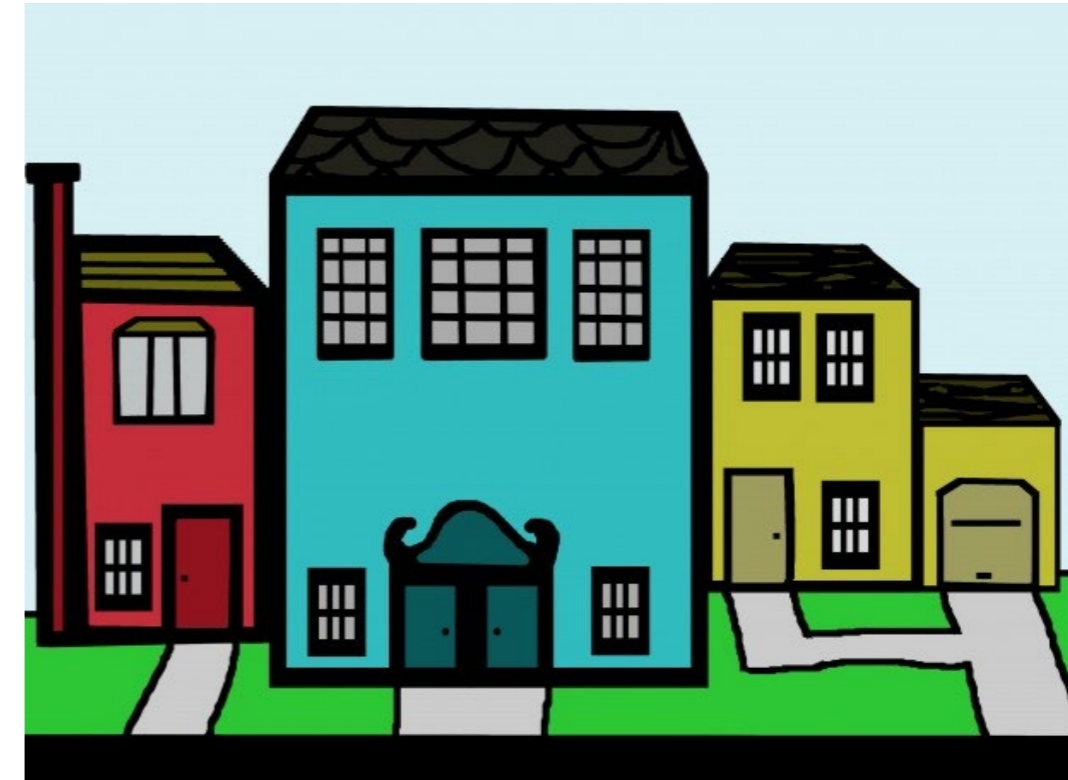
- Methods you use to help Jason understand how his decisions impact his life

Not Usually TC Responsibility:

- Deciding where and how Jason lives

Stable housing is essential to community sustainment

- Neighbor relations
- Landlord relations
- Rent payment
- Voucher requirements
- Lease compliance
- Support for risk incidents



Monitoring Tips:

- Introduce member to landlord
- Ensure member has copy of lease and voucher rules
- Review lease and voucher requirements on regular basis
- Assist member to establish method for paying rent
- Ask if rent was paid every month

Home Visit Objectives



- Confirm that basic needs are being met
- Confirm prevention strategies on RMP are being used and are effective
- Revise strategies as needed
- Revisit “Important To”
- Problem-solve challenges
- Add or remove risk factors from RMP as needed
- Celebrate successes
- Assess progress towards skill acquisition
- Discuss plans for upcoming week

Home Visit Log Notes



1. Observation of member and home
2. Confirmation that prevention strategies are being implemented and are effective
3. Identification of new risk factors and prevention strategies as needed
4. Plan to address any identified challenges/problems
5. Documentation regarding risk mitigation plan revisions as needed

Risk Mitigation Plan Revision

- Risk mitigation plan must be revised if new risk factors have been identified
- Hard copy is required for member signature
- BUS plan needs to be revised
- Log note to document discussion with members and other involved parties regarding the revision

Continual evaluation of effectiveness of prevention strategies & celebrate success



TC Risk Mitigation Responsibility

Develop	Develop a comprehensive Risk Mitigation Plan and use it as a tool
Collaborate	Collaborate with the member, family, and providers to monitor provision of basic needs to ensure health, safety and welfare
Monitor	Monitor provision & effectiveness of prevention strategies
Conduct	Conduct home visits based on community risk level
Communicate	Communicate as needed with others involved in the member's life and always with the member
Respond	Respond to risk incidents
Revise	Revise risk mitigation plan



Questions?

Contact

Nora Brahe
Transition Administrator
Nora.Brahe@state.co.us

Thank You!