



## What to Expect When You're Self-Managing: A Client Handout for Behavioral Health Providers

This client handout is designed to support your conversations with clients on the self-management of chronic conditions. It includes information on the following:

- The purpose of self-management;
- What the client may expect from their care team;
- What the client may ask for from natural supports; and
- Resources available to support their efforts to self-manage.

To provide this handout to your clients, first customize the sections related to local or national resources specific to the individual's needs. On page four of the document, you will find space to add local or national resources that you believe are beneficial for your clients (such as other providers, peer supports, employment support, housing assistance, or community programs). You may also wish to add your organization's logo to each page. Finally, print pages two through four of this document. You may find it helpful to print double-sided onto two sheets of paper for easier distribution.

We have also included references that were used in the creation of this handout that you can access for further information (see the fifth page of this document).

## What to Expect When You're Self-Managing

Self-management is a term for activities that you can do to manage your health conditions on a day-to-day basis. With the support of your provider and your natural supports, self-management can help you be more independent in caring for your health, feel more confident about getting your needs met, and make choices that help you to feel healthier and happier. The self-management process respects your ideas about your health and your treatment choices as well as your relationship with your provider.

### What does self-management involve?

Self-management includes you, your care team, and your natural supports actively working together. Common activities include goal setting and tracking, skill building, and discussing your care plan.

#### Natural support

A natural support is someone who cares about you and who you can ask for support. This can include a family member, friend, neighbor, co-worker, employer, sponsor, coach, or landlord.

#### Care team

A care team includes the people who provide and help coordinate your care. This team may include your behavioral health care providers, primary care provider, nurse, social worker, peer support specialist, navigator, and care coordinator.

### What is my role?

Discussing your short-term and long-term goals with your care team and natural supports will increase your success in meeting your goals. This includes not only goals related to specific health conditions, but also your overall well-being. Some suggestions:

- Learn as much as you can about your health condition(s). Your health provider can be a resource for this information.
- With your provider, set goals that are important to you. In addition to health goals, these may include travel, social activities, employment, education, or other aspects of your life.
- Work with your care team to make sure that you are managing any physical health conditions with a diet and exercise plan that works for you.
- Talk honestly and frequently with your care team and natural supports about your progress and any concerns. This will allow them to better help you.

#### Short-term goals:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

#### Long-term goals:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## What is the role of my care team?

Throughout the self-management process, you will find it helpful to be in touch with your care team frequently. They are there to support you and may help you self-manage by doing the following:

- The care team will provide information on your health condition(s) and suggest strategies for coping with common symptoms and medication side effects.
- The care team will help you identify goals that will benefit you the most and that you can achieve. Once goals are set, a member of your care team will check in with you regularly to track your progress and help you overcome any challenges.
- Your care team can help you care for your physical health conditions by working with you to develop strategies for healthier eating and regular exercise. Your care team may also refer you to other providers to help manage health conditions.
- When different care options are available, the care team will explain your options to you and provide opportunities for you to talk about how you want your care to be provided.
- The care team can help you build skills to better manage your health and advocate for your health care needs. The care team may also support you as you face day-to-day problems or obstacles.
- The care team can also link you to other sources for job training, educational opportunities, housing, low-cost mobile phone services, etc.
- Peer support specialists may be particularly helpful because they may have faced challenges that are like the challenges you are facing. If you are not currently connected to a peer support specialist, talk to your care team about this option.

### Who is in my care team?

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

## What is the role of my natural supports?

One key part of self-management is social support; every person who is self-managing is encouraged to build and maintain a strong social network. Natural supports can help you self-manage by:

- Talking with you about your concerns and struggles;
- Helping you celebrate your successes when you meet your goals;
- Providing emotional support when you need it;
- Sharing health and wellness strategies;
- Helping you recognize personal habits that are either harmful or helpful, as sometimes others can see patterns that we don't see as easily ourselves;
- Attending meetings with you and your care team; and
- Being available at hours when you don't have immediate access to your care team.

Consider your current natural supports and their role in your self-management. Perhaps you'd like to increase the number of natural supports that you can reach out to. If so, consider participating in community activities, joining groups or clubs in your community, attending religious services, volunteering, or reaching out to immediate and extended family or neighbors.

# What to Expect When You're Self-Managing

## Local resources to support your self-management:

| Resource                             | Contact information                                     |
|--------------------------------------|---------------------------------------------------------|
| <i>Example: ABC Community Center</i> | 123 MAIN ST, ANYTOWN, MA<br>555.555.5555<br>WWW.ABC.COM |
|                                      |                                                         |
|                                      |                                                         |
|                                      |                                                         |

## National resources to support your self-management:

| Resource                         | Contact information                        |
|----------------------------------|--------------------------------------------|
| <i>Example: ABC Organization</i> | 555.555.5555<br>WWW.ABC.COM<br>ABC@abc.com |
|                                  |                                            |
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## References

Emont, S. (2011). *Evaluation of the California HealthCare Foundation's Team Up for Health Initiative*. California HealthCare Foundation. Retrieved from <https://www.chcf.org/wp-content/uploads/2017/12/PDF-EvaluationTeamUpForHealth.pdf>.

First Resource Center. (n.d.). *Building Personal Support Networks*. Retrieved from [https://nccdd.org/images/article/initiatives/FullCircle\\_Booklet\\_FamilyFriends.pdf](https://nccdd.org/images/article/initiatives/FullCircle_Booklet_FamilyFriends.pdf)

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Louisiana Developmental Disabilities Council. (2014). *Natural Supports*. Retrieved from <https://laddc.org/userfiles/files/NaturalSupportsInformationSheet102114.pdf>.

The Medicare-Medicaid Coordination Office (MMCO) in the Centers for Medicare & Medicaid Services (CMS) seeks to help beneficiaries dually eligible for Medicare and Medicaid have access to seamless, high-quality health care that includes the full range of covered services in both programs. This tip sheet is intended to support health plans and providers in integrating and coordinating care for dually eligible beneficiaries. It does not convey current or anticipated health plan or provider requirements. For additional information, please go to <https://www.resourcesforintegratedcare.com/>. Please submit feedback to [RIC@lewin.com](mailto:RIC@lewin.com).