

Managing Cases through Building Relationships

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Seven Blunders of the world that lead to violence:

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- **Wealth without work**
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- **Pleasure without conscience**
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- **Knowledge without character**
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- **Commerce with morality**
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- **Science without humanity**
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- **Worship without sacrifice**
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- **Politics without principle**

Mahatma Gandhi

Three Principle Convictions

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- Human beings are complex and not responsive to simplistic, undifferentiated relief efforts
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- The creative participation of individuals in solving their problems is far more effective than paternalistic charity, in whatever guise.
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- And finally, continuity is essential to a personal sense of meaning.
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- Kathleen Hirsch
- *Songs from the Alley*
- Ticknor and Fields, 1989

Community Mental Health

**Supports Change
within the context of
Homeostasis**

Supporting Change

- **Change agents don't make the changes**
- **They encourage conditions and attitudes that support change**

HOMEOSTASIS

- **Balance**
- **Equilibrium**

The tendency of a system to maintain internal stability, through the coordinated response of its parts to any disruptive situation or stimulus

HOMEOSTASIS

Balance and Equilibrium

For most creatures, comfort = survival

HOMEOSTASIS

Maintain the balance and equilibrium of the client, and the benefits will be far reaching:

- **Family/Community/ Social network**
- **The ambiance of the milieu in the hospital**

Homeostasis: Balance -→ Survival

Decisions are often made with the goal of stability.

Examples:

- **Refusal to seek medical care**
- **“Home remedies” versus western medicine**
- **Sleeping outside versus sleeping in a shelter**
- **Substance Use/Abuse versus detox**

HOMEOSTASIS IS FRAGILE

The lives of clients are often delicately balanced:

When balance in one area is disturbed, other aspects of life get out of balance.

SURVIVAL IS DEPENDENT ON BALANCE

- * All of us depend on various parts of our lives working together to create equilibrium.**
- * A disruption in balance may create problems in functioning.**
- * Problems in functioning may create discomfort, resulting in either real or perceived difficulties in survival.**

CARING FOR CLIENTS DISRUPTS THE BALANCE

The following are some examples of client responses to our efforts:

- *Confidentiality concerns**
- *Financial worries**
- *Housing problems**
- *Concerns about disability/death**

CARING FOR CLIENTS DISRUPTS THE BALANCE

- *Immigration/refugee status**
- *Retaliation**
- *Family stress**
- *Marital status**
- *Legal concerns**
- *Self Image – what does a TB diagnosis say about me?**

WHAT INFLUENCES BALANCE

**It is not our responsibility to solve these problems,
BUT...**

**It is our responsibility to understand the impact of
our intervention on the experience of balance,
comfort, and survival for the client and the family**

WHAT INFLUENCES BALANCE?

***Communication**

***Relationship**

THE PROFESSIONAL RELATIONSHIP AND BALANCE

- * Through interactive communication
we create a relationship**
- * People change through
experience in relationship**

The Change Agent

- **Keep in mind the issues of homeostasis, balance, comfort and survival**
- **Communication/relationship skills create a context for change and health**

THE PAST, THE PRESENT AND THE FUTURE

**Caring for clients includes what we know
about the past:**

Individual/family/community strengths

social chaos

migration

illness

grief and loss

THE PAST, THE PRESENT AND THE FUTURE

**Creating a relationship in the present to
address concerns**

**(with minimal disruption to the equilibrium
of the client/ family/community)**

THE PAST, THE PRESENT AND THE FUTURE

**Through relationship and communication,
support the homeostasis of the
patient/family/community by preventing
further illness and loss in the future**

**We cannot prevent the birds of
sorrow from flying over our head, but
we can prevent these birds from
building nests in our hair**

– Chinese Proverb