

Managing Cases through Building Relationships

Lisa Gurland RN PsyD

Lemuel Shattuck Hospital

Jamaica Plain, MA

Lisa.Gurland@state.ma.us

617 971 3712

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