

## BEST PRACTICE GUIDELINES – CARE COORDINATOR GOALS AND BARRIERS

### Individualized Care Plans: Addressing Goals and Barriers

Once the assessment has been completed, the next step in the process is to develop goals and address barriers with your patient.

- Establish goals and prioritize needs– consider patient’s preferences and desired level of involvement
- Determine available resources and services to meet goals
- Understand the barriers and develop a strategy to address.
- Barriers could include such things as:
  - lack of transportation
  - literacy
  - cultural or religious beliefs
  - understanding of their condition
  - desire to participate in care coordination
  - ability to self-manage
  - hearing or visual deficits
  - financial
  - treatment side effects including medications
  - interpersonal relationships (with provider, care team, family, etc).
- Develop SMART goals:
  - Specific, Measurable, Attainable, Relevant, Time-limited
- Use of Confidence and Conviction scales - assess their conviction and confidence to make these changes
- Timeline for reevaluation
- Develop the goals with the patient and add to the care plan

### SMART Goals

#### Specific, Measurable, Attainable, Relevant, Time-limited

S	M	A	R	T
<ul style="list-style-type: none"> <li>• <b>Specific</b> – This will keep me focused and have a place to start</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Measurable</b> – This will help me to know if I am making progress</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Achievable</b> – I want to set myself up for success</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Relevant</b> – This is important to <i>me</i></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Time-limited</b> – I will be able to see progress in the short-term</li> </ul>

**Conviction and Confidence**

Assess your patient’s willingness and confidence in achievement of their goals. The use of a ruler or scale such as the one shown below will help inform how important the goal is to your patient.

## Conviction Ruler

---

0	1	2	3	4	5	6	7	8	9	10
Totally Unconvinced			Unsure		Somewhat Convinced		Very Convinced		Extremely Convinced	

## Confidence Ruler

---

	⊖					⊖				⊕
0	1	2	3	4	5	6	7	8	9	10
Totally Unconfident		A Little Confident		Somewhat Confident		Very Confident		Extremely Confident		

Adapted from rulers developed by the Rhode Island Chronic Care Collaborative 2003

Retrieved from:

<http://www.ihl.org/resources/Pages/Tools/SelfManagementToolkitforClinicians.aspx>.

**Sample Goal**

<p><b>1. Goals:</b> <i>Something you WANT to do:</i> _____</p> <p><b>2. Describe</b>  <b>How:</b> _____  <b>Where:</b> _____  <b>What:</b> _____ <b>Frequency:</b> _____  <b>When:</b> _____</p> <p><b>3. Barriers:</b> _____</p> <p><b>4. Plans to overcome barriers:</b></p> <p><b>5. Conviction ___ &amp; Confidence ___ ratings</b> (0 - 10)</p> <p><b>6. Follow-Up:</b> _____</p>	<p><b>Example:</b></p> <p><b>1. Goals:</b> <i>Something you WANT to do:</i> Begin exercising</p> <p><b>2. Describe:</b>  <b>How:</b> Walking  <b>Where:</b> Around the block  <b>What:</b> 2 times <b>Frequency:</b> 4 x/wk  <b>When:</b> after dinner</p> <p><b>3. Barriers:</b> have to clean up; bad weather</p> <p><b>4. Plans to overcome barriers:</b> ask kids to help; get rain gear</p> <p><b>5. Conviction 8 &amp; Confidence 7 ratings</b> (0 - 10)</p> <p><b>6. Follow-Up:</b> next visit – 2 months</p>
--	--