

* Under-Utilizer/Inappropriate Utilizer=Future Super-Utilizer

* A Heterogeneous population requires individualized interventions.

* ONE CASE STUDY

Susan Lax, NP—Brookline Community Mental Health
Center, Brookline, MA



24 years old. Diagnosed with Schizophrenia.

Separated from her drug abusing parents as a toddler.

Placed in several different foster homes.

“She told me I was retarded. She kicked me out of the house all day in bad weather. When I did homework, she made fun of me. She told me I was ugly and fat. Her husband got me pregnant at age 16. I never told her. They took my son away. I went on the streets after that.

“I don’t need any help.
Other people need it
More than I do.
You should be helping
them. You can leave
now.”



Ginger’s state of
neglect was
alarming.



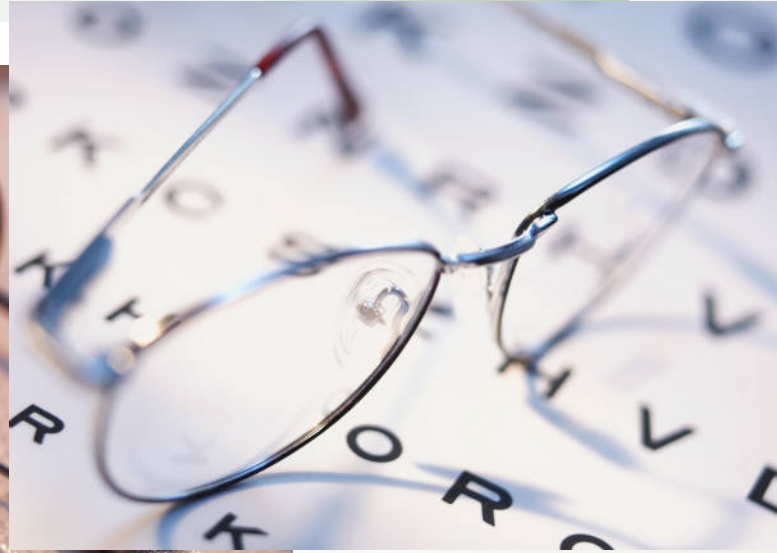
Engagement Succeeds!

Ginger called. “I’m in pain.”

Argued about going to the ER.
“No, I’m alright.” “I’m just
Constipated.” “I can’t get in your
Car.”

Treated for a **Bowel Obstruction**.
Discharged without evaluation or
treatment for her severe mobility
problems, her severe lower extremity
pain, and her inability to care for
herself. No attention given to washing
her glasses, attending to her hygiene,
matted hair, or podiatry needs. My
reports of her at risk status were mostly
ignored, though staff did obtain a
walker for her.

Discharge plan: Prescribed VNA and PT.
VNA withdrew after 2 days. Ginger
could not tolerate PT exercises. Her
devoted therapist could not
demonstrate improvement and had to
discharge her.



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“Susan, I don’t think
people
Understand.
No one listens.
It’s like I’m giving birth in
my legs.”



Refused to see a PCP.

“They don’t understand.

“I can’t climb on the
Table.”

“I don’t like to be seen
undressed.”

“I don’t like to be touched.
It makes me anxious.”

Addressing Ginger living in filth and squalor



“Please don’t do anything.
Housing will kick me out.”

Home improvements:

Feces cleaned from floor.

Toilet repaired.

A supportive chair.

New shower curtain and linens.



“What are you doing now.” “You don’t have to do that.” “I feel bad.”

Cabinets cleaned.
Things put in reach.

“I don’t need help.” “If housing Knew, they’d kick me out.”

Finally accepts help
with cleaning via
Guardian Health
Care.







Let me ask you this.... I think you're living a pipedream.

I'm so tired

How many
Doctors do
we have
to go to?

Susan,
am I ever
Going to be able
to walk again?



Routine now:
Permitting a home
health aide to clean
Permitting others to
shop for her
Permitting writer to
cut and wash her
hair, soak her feet,
give her a sponge
bath---all touch!

“I like it now.”

“Is it FB day?”

It used to be I had
no one. Now I
have
you, you, you,
and you.





Happy Birthday 3-20-13



“I love you. If I had a brick of gold I’d give it to you.”

Interventions:

- Build trust
- Maintain consistency
- Use trauma-sensitive communication
- Use trauma-sensitive pacing
- Respect fears and limits
- Advocate for her---with her, and with others
- Be “real” and honest
- Equalize power and support personal control
- Maintain intelligent, flexible, individualized boundaries
- Use techniques to address emotional, cognitive, and physiological dysregulation
- Teach and model mindfulness