

Health Home Herald



Let's Talk About Boundaries

By Brendy Visintainer with DSHS

Boundaries mark limits and govern how we interact in our relationships with others. Boundaries indicate what is acceptable and what is not acceptable behavior. Boundaries could look different depending upon the person but everyone has them and they are based on our values and our experiences. We could generally list boundaries in two categories: Personal and Professional.

Setting and maintaining professional boundaries is critical to an effective, sustainable career. Workers in human services make judgments regarding boundaries sometimes on a daily basis, and these decisions affect not only our well-being but also that of our clients, colleagues, and loved ones.

Boundaries help us:

- ◇ Avoid problems
- ◇ Avoid risk
- ◇ Allow clear home and work separation
- ◇ Create and maintain positive worker-client relationships
- ◇ Realize this is a crucial component of self-care
- ◇ Develop important skills in personal and professional life
- ◇ Avoid burnout

Common Boundary Areas include:

- ◇ Social media
- ◇ Privacy/HIPAA
- ◇ Conflict of interest
- ◇ Accepting gifts, favors, or services from clients
- ◇ Social invitations/Friendship/Relationships
- ◇ Client demands/ Doing something for client
- ◇ Informed consent
- ◇ Going out of scope of practice
- ◇ Allowing stress to impact your

work

- ◇ Self-disclosure

(See Balancing Boundaries on page 2)

The Health Home Program offers

Monthly Webinar Invitations

monthly webinars at no cost to Care Coordinators and allied staff on special topics related to the program. Some topics are updated and repeated while other are required learning topics for new Health Home Care Coordinators. For the current invitation, please visit <https://www.dshs.wa.gov/altsa/washington-health-home-program-%E2%80%93-training-invitations>

Balancing Boundaries cont.

You could think of boundaries as something on a scale with entangled boundaries on one side of the scale and rigid boundaries on the other. The goal is to have a balance. If the scale tips too much on the side of unhealthy boundaries that would mean we are over-involved with the client and this could lead to burnout. If the scale tips too much on the rigid side, then we present as noticeably distant in the relationship. This could result in an unhealthy professional relationship with the client.

Balanced boundaries are not just important for us as individual workers, they are also important to have within our agency. If an agency has rigid boundaries, workers may feel stuck in all the rules and regulations or they may lack the resources and support needed in their job. A healthy workplace will model balanced boundaries. When that happens, workers will have, and be able to better maintain, balanced boundaries. Workers who have the guidance and support of their agency and its leadership will feel heard and understood and have a better chance to remain in the center of the scale.

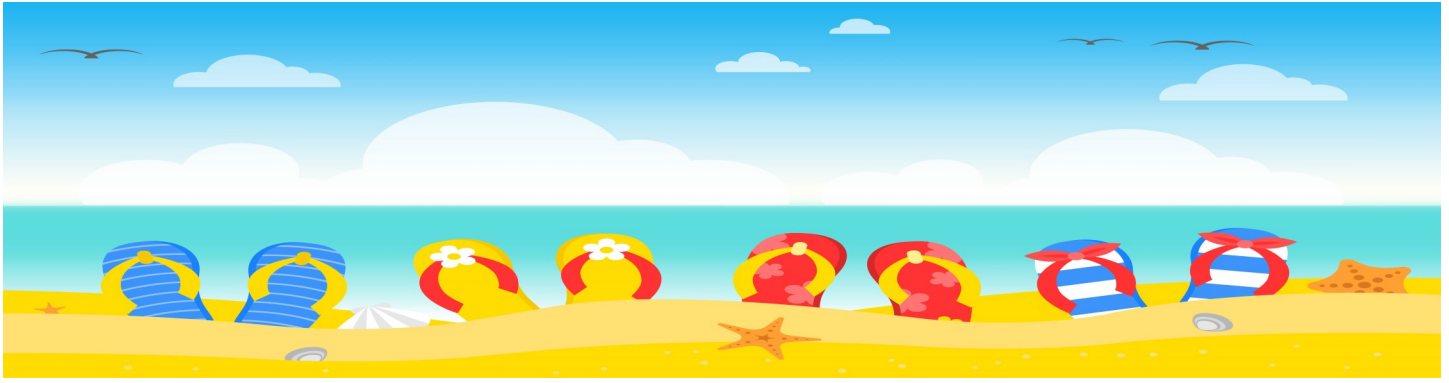
(See Setting Boundaries
on page 5)



PRISM Access Reminder:

Please be sure to log into your SAW account every 30 days, enter the PRISM application, and click on at least one of your assigned clients so that you will continue to have uninterrupted PRISM access.





Care Coordinator Corner

Submitted by: Rachel McGhee, CC with SeaMar

When I first started working with Denise, she was very unsure about her health and how to be connected to where she should be going to get medical attention. I started working with her a little over 2 years ago when we were doing telephone services. We did not make much progress during this time. When we had our visit, she would say that she was doing well and did not need anything. She would say that she has a PCP, and she sees that everything was under control. She did reach out for support in getting a wheelchair, which I was able to provide for her.

When we went back to in person visits, Denise opened up more. I was able to get a better understanding of what she needed help with, and I was able to show her how I could support her. Since then, we have made significant progress. I was able to help get her connected and scheduled with an urgent GI referral. We were able to address her unexplained bleeding and she had a partial hysterectomy. Since then, she has been able to follow up with her gynecologist and do lab work to address her elevated testosterone levels. Her levels have returned to normal now since receiving consistent care. She also had eye cataract surgery which she reports has been life changing. All the problems we have addressed have

helped improve her quality of life. She was able to get a better understanding of how the Health Homes Program could help support her and when to reach out for help.



Submit your story, resource, or ideas to the Care Coordinator Corner via our newsletter inbox: healthhomenewsletter@dshs.wa.gov



Spotlight on Resources

Health Home Relationships and Resources Huddle

Join us for the Health Home Relationships and Resources Huddle.

This virtual meeting occurs the first Monday of every month at 9am to share the different ways to alleviate stress as care coordinators and other Health Home staff navigate the care coordination and service provision the their clientele.

To receive the link for attendance, please email ria.babcock@comphc.org or Christina.Garcia3@molinahealthcare.com

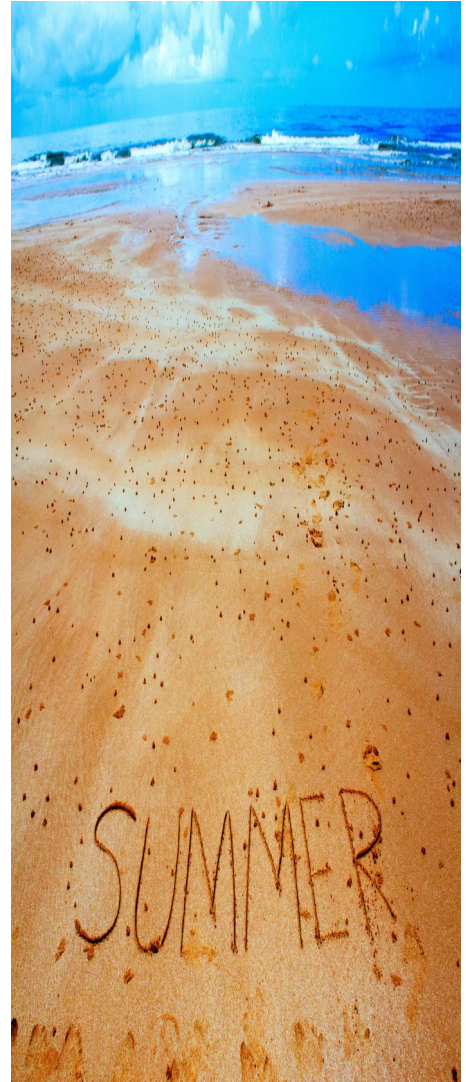
Did you know about the New Eyes for the Needy program?

Eyeglasses are expensive and most low-income families in the US cannot afford to purchase them.

The **New Eyes For the Needy program** can help. The program provides a basic pair of eyeglasses with single or lined bifocal lenses. To apply a client will need an eyeglasses prescription. The prescription cannot be older than 24 months and needs to include the pupillary distance (PD) measurement.

Click here to visit New Eyes: [New Eyes for the Needy \(new-eyes.org\)](http://new-eyes.org) for more information.

For additional questions e-mail: info@new-eyes.org.



Setting Boundaries

Dr. Dana Gionta, a psychologist shares 10 steps in setting and maintaining boundaries

- Name your limits
- Tune into your feelings
- Be direct
- Give yourself permission
- Practice self-awareness
- Consider your past and present
- Make self-care a priority
- Seek support
- Be assertive
- Start small

Tartakovsky, M. (2018). 10 Way to Build and Preserve Better Boundaries. *Psych Central*. Retrieved on June 2, 2020, from <https://psychcentral.com/lib/10-way-to-build-and-preserve-better-boundaries/>

When setting and maintaining boundaries it is also important to

- Know your agency policies on various topics related to professional boundaries
- Talk to your supervisor
- Talk to your peers (not to circumvent supervisors)
- Use self-reflection

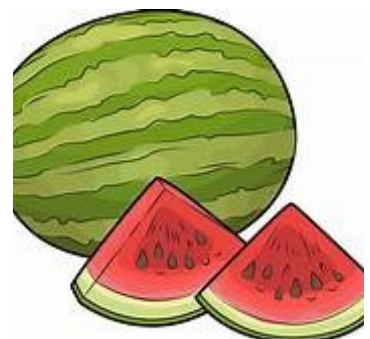
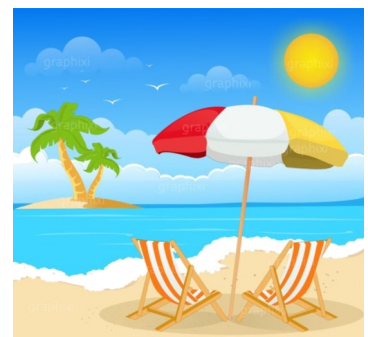
To help you find your balance:

- Set clear, appropriate and culturally sensitive boundaries

- Set clear expectations with a client right from the beginning. Let your client know what they can expect from you and what you expect from them and be clear about your role
- Have awareness in your messaging of boundaries
- Remain objective and reflect upon how you manage biases or triggers
- Model the balance
- Recognize warning signs when you are losing your balance
- Engage in critical reflection – of boundaries, your role and your relationships

Lastly, when deciding whether to share personal information with others ask yourself these questions:

- Why am I using self-disclosure at this moment in time?
- Is sharing personal information in my client’s best interest?
- Is there any way to accomplish the same goal without sharing personal information?
- What are the potential impacts on my client both positive and negative?
- Am I sure that I am not doing this to meet my own needs?
- How will I feel if the client tells other people what I have shared? Would I want my personal information broadcast to anyone?



Participant Portrait

Submitted by Northwest Regional Council on behalf of Kylea Hirschhorn, Care Coordinator

Health Home Care Coordinator began working with this client in early 2023. Client is an English-speaking female in her 60's, who experiences complex medical and mental health challenges that have made connecting to resources and managing her medical needs difficult for her to navigate on her own. As part of the program, it is typical to see a client face to face each month, typical in their home. During the initial connections with this client, she preferred to meet at local church, where she felt more comfortable, rather than in her own home. Client and Care Coordinator met for most of 2023 at this local church for coffee, and to discuss her healthcare, personal goals and areas of needed supports.

Throughout their time together, Care Coordinator and client began to develop a trusting relationship as she was connecting her to local resources such as food bank delivery, Energy Assistance programs, local religious activities, and

peer groups for her interests, i.e. knitting stocking caps. Care Coordinator assisted client in accessing transportation, completing Eligibility Reviews for her benefits, coordinating with her doctors, getting new eye prescription glasses, and attending some medical appointments as requested by the client.

The Care Coordinator regularly collaborated with client's care team at Lake Whatcom Treatment Center to ensure client centered goals were aligned with their work together, one of which was a potential move to a new location that was better suited for their needs. Eventually as trust continued to build and relationships became even stronger, client requested visits be switched to her at home for their monthly contacts. A COPES application to Home and Community Support Services was successfully submitted. Care Coordinator and client worked together in preparation for her interview. The Care Coordinator was able to coordinate a joint visit with the Home and Community Services Social Worker during the Initial Assessment to support the client during this process. The client was approved

for Long term Care Services, and caregiving hours through the CFC and/or COPES. Care Coordinator aided client in connecting with a local caregiver through Consumer Direct Care Washington and helped them navigate the process in getting this caregiver authorized to support her with her activities of daily living and personal care needs, in her own home. In addition, the client received help with transportation for tasks like grocery shopping, meal prep, and more, that were becoming too difficult to manage independently.

Client has successfully transitioned to a new apartment and continues to meet with this Care Coordinator monthly



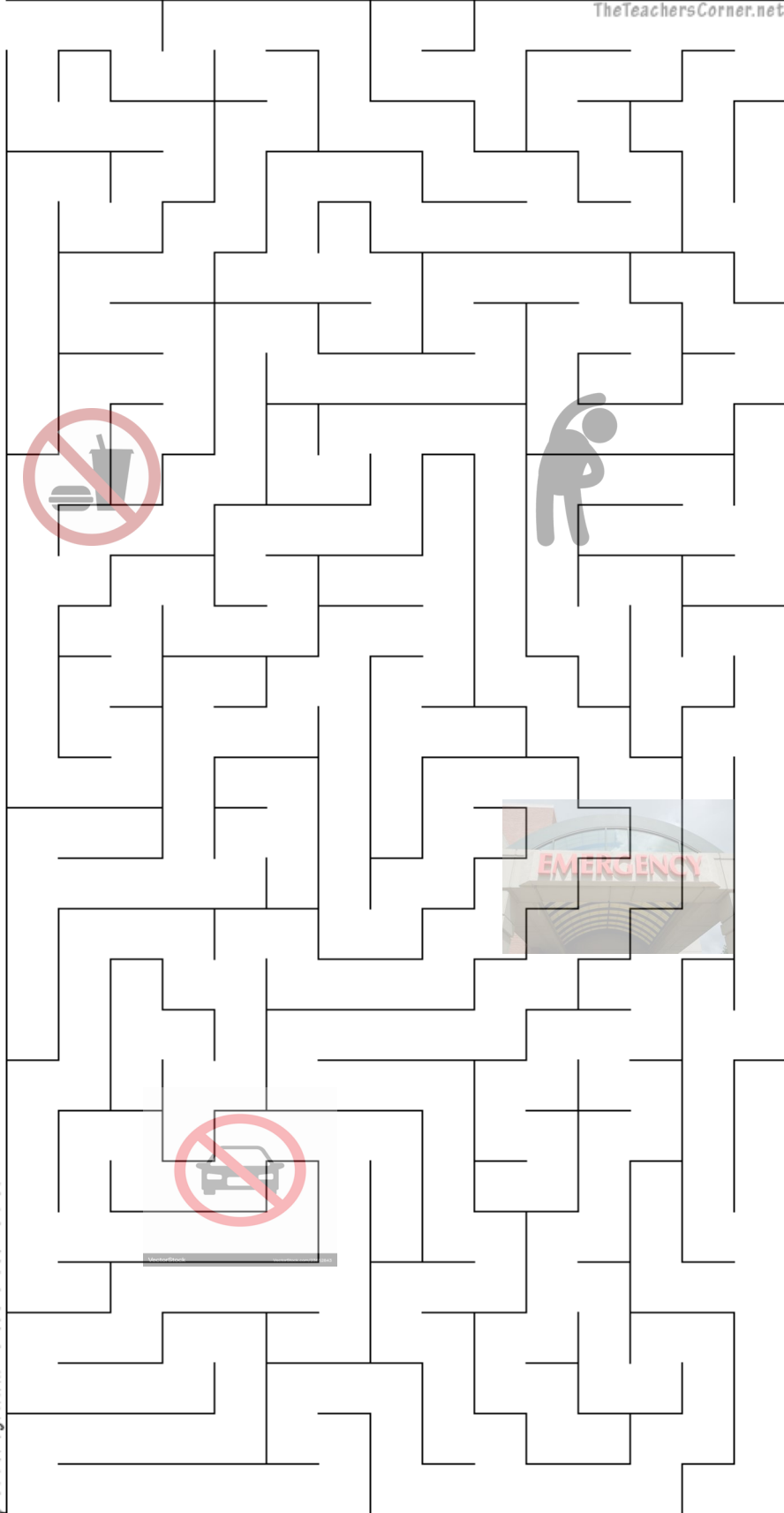
working on her next goals.

MAZE CRAZE

Lead your client/member through the maze of experiences that make up their Health Action Plan!

TheTeachersCorner.net

Goal Start !



provided by: www.TheTeachersCorner.net

Goal Complete!



Answer located at [Washington Health Home Program - Quarterly Newsletters](#)