

How to Use this Toolkit

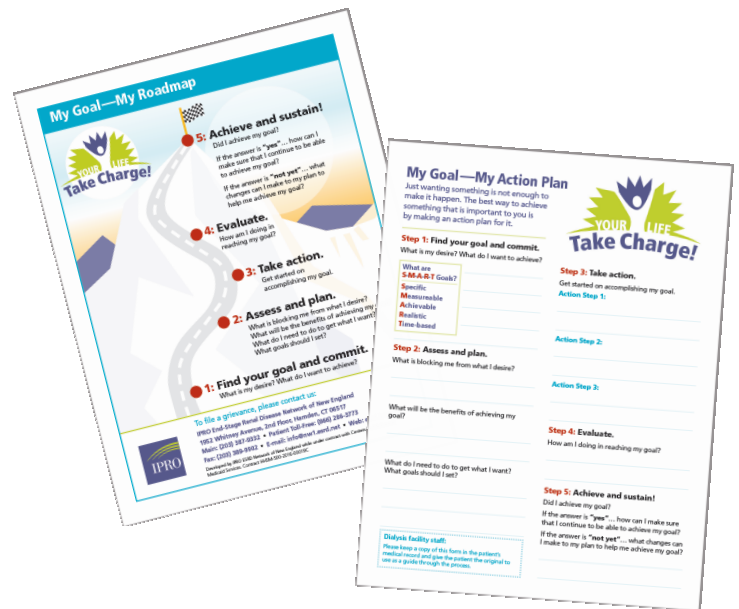
The Generalist Intervention Model (GIM)

Dr. Karen Kirst-Ashman is a Licensed Clinical Social Worker who has spent years teaching and writing about social work practice. She has written six social work textbooks, including *Understanding Generalist Practice* (with Grafton Hull). One of Kirst-Ashman's and Hull's key foci is the Generalist Intervention Model (GIM) (See next page).

The GIM seven-step model for planned change is directed to individuals, groups, and communities (Kirst-Ashman & Hull, 2013). This model will help staff members partner with patients from a strengths-based perspective to set goals that will be incorporated into their care plans, monitor their progress, address barriers, and follow up with the patients on both clinical and self-management goals. The seven steps of the GIM include:

1. **Engagement** (Motivational interviewing and active listening)
2. **Assessment** (Articulate a clear statement of the need, problem, or situation)
3. **Planning** (Prioritize needs, establish goals, set action steps)
4. **Implementation** (Follow plan and revise when necessary)
5. **Evaluation** (Monitor progress)
6. **Termination** (Evaluate achievement of objectives/maintain and continue progress)
7. **Follow-up** (Discuss problems & address barriers)

The Network will provide tools and resources to help facility staff implement activities in support of Steps 1 and 2 (**engagement** and **assessment**); e.g., patient-staff member interviews and



“Take Charge” sessions. During these sessions staff members will have the opportunity to interview patients about their wants and needs. Through Take Charge sessions, staff will begin to learn more about the patient’s health beliefs, the impact that dialysis has on the patient’s life, and how to best address concerns from the perspective of the patient.

Take Charge sessions will allow the staff to understand how the facility can help meet the patient’s needs. Together the patient and staff member can set goals (in addition to clinical goals) that the patient feels would enhance his or her life. After completing the interviews (Take Charge sessions), facilities will be expected to do the following:

- **Planning: Make an Action Plan** (Step 3)
 - ✓ Identify the Problem (Help the patient determine what he/she wants to change.)
 - ✓ Set the Goal (What does the patient want to do? How can the patient address the identified problem.)
 - ✓ Determine the Action Steps (How will the patient achieve the goal? This must be measurable.)

For the purpose of this QIA the GIM's seven steps have been condensed and reworded for patients.

Once the patient has set his or her goals and determined actions steps, the staff member will provide support and encouragement as the patient follows the plan, help the patient identify barriers, and assist the patient with revising the plan when necessary during the **implementation** phase (Step 4).

As the patient moves through the process, the staff member will continue to **evaluate** (Step 5) the

patient's progress toward meeting his or her self-determined goals, and make appropriate referrals so that the patient can stay on track. Together the patient and the staff member will decide when to **terminate/conclude** (Step 6) the action plan, **follow up** (Step 7) on the patient's situation, and determine what new goals will be incorporated into the patient's care plan for sustainability.

Generalist Intervention Model (GIM)

Step 1: Engagement (Patient Action Plan: Find your Goal)

- Build rapport
- Use empathy and other interpersonal skills
- Develop a mutually agreed-upon focus of work and desired outcomes

Step 2: Assessment (Patient Action Plan: Assess and Plan)

- Collect, organize, and interpret client data
- Assess client strengths and limitations

Step 3: Planning (Patient Action Plan: Assess and Plan)

- Select appropriate intervention strategies
- Develop mutually agreed-upon intervention goals and objectives

Step 4: Implement (Patient Action Plan: Take Action)

- Initiate actions to achieve organizational goals
- Implement prevention interventions that enhance client capacities
- Help clients resolve problems
- Negotiate, mediate, and advocate for clients
- Facilitate transitions and endings

Step 5: Evaluation (Patient Action Plan: Evaluate)

- Critically analyze, monitor, and evaluate interventions
- Validate accomplishments

Step 6: Termination

(Patient Action Plan: Achieve and Sustain)

- Evaluate achievement of objectives
- Maintain and continue

Step 7: Follow-up (Patient Action Plan: Achieve and Sustain)

- Discuss problems and barriers to sustaining progress



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