

Session 4 Problem-Solving Therapy (2), Support System and Health Maintenance

- ❖ **Seven Steps to Problem Resolution**
- ❖ **Why Do Caregivers Need Support?**
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Seven Steps to Problem Resolution

In this section, we will be using two case studies to practice seven steps to problem resolution.

Case Study 1:

Grandma Wang, aged 80, has been living in a senior apartment. After her spouse passed away three years ago, her 42-year-old daughter, Fang, moved to the apartment to take care of her. Grandma Wang has been suffering from a variety of chronic diseases and mental health issues, including hypertension, heart disease, high cholesterol, insomnia, and minor depression following her widowhood. Fang is not married. Due to Fang's low education level and personality issues, she has not been able to find a suitable job. Grandma Wang feels deeply guilty about it and views herself as a burden on Fang's life. Recently, Grandma Wang's mood is very low, because Fang has been spending more time taking care of stray animals than to care for her. Fang's mood is not very stable either, and from time to time she would say harsh words to Grandma Wang, which were caused by trivial things. Grandma Wang, therefore, felt stressed at home, often hiding in her own room.

Fang felt wronged after learning of her mother's feelings. She has been taking care of her parents since her father got sick many years ago, and therefore lost the chance of continuing education and meeting a soulmate. Compared to two of her sisters who have successful careers and happy families, Fang expressed that she was disappointed with her life. She spares no efforts in caring for Grandma Wang. However, because of her own health conditions and financial distress caused by unemployment, she is also under great pressure. Feeding stray animals is a means of relieving the pressure. She felt sad that sometimes Grandma Wang did not seem to appreciate her efforts. Recently, she seems very alienated and seldom communicates with her daughter -- After returning from ADHC where she attends center activities five days a week, Grandma Wang would lock herself in her own room. Fang tried to communicate with Grandma Wang, but Grandma Wang interacted minimally with her which irritated Fang even more. Both Grandma Wang and Fang do not understand what to do to improve the situation.

Case Study 2 :

Ms. Ma, aged 68, immigrated to the United States with her husband about 10 years ago. Both she and her 80-year-old husband have been suffering from various diseases and hearing problems. In addition, her husband relies on a wheelchair to move. Ms. Ma also suffers from mental health issues such as depression and insomnia. The couple live in an apartment in Los Angeles and receive monthly pension checks to cover their daily expenses. They have a son who is married and lives in New York. He calls his

parents every week and visits them twice a year. In addition, Ms. Ma needs to care for her 30-year-old daughter, who was diagnosed with cerebral palsy at birth. Her daughter receives some services from the state's regional center, and has been working in a rehabilitation job center for the past three years, gaining a small amount of income in addition to her SSI benefits. Because Ms. Ma is the primary caregiver for her husband and daughter, she feels exhausted, both physically and mentally. At the same time, she receives limited support and resources to support her caregiving duties. She is concerned that the lives of her husband and daughter will be greatly affected once she is not able to continue to take on the caregiving role.

Let's now talk about seven steps to problem resolution.

Step 1: Identifying the Problem

A “problem” could be:

- ✧ a single unpleasant or undesirable event
- ✧ a series of ongoing unpleasant or undesirable events
- ✧ a deep and complex issue that interferes with caregiving

Look at five elements when identifying the problem :

- ✧ Who is involved?
- ✧ What happens that lets you know it is a problem?
- ✧ When does this occur the most?
- ✧ Where does this occur the most?
- ✧ How have you tried in the past to solve the problem?

It is necessary to distinguish between what you do and do not have control over. If the problem is overly simplistic with a solution that is obvious to you, you can move directly to step 6.

Practice

Identifying the Problem

1. What problem(s) can you identify in case study 1 ?

2. What problem(s) can you identify in case study 2 ?

Step 2: Setting the Goal

Guidelines for a good PST goal include:

- ✧ It is owned by you.
- ✧ It is meaningful to you.
- ✧ It is specific (not general), clear, and stated in behavioral terms.
- ✧ It is attainable and realistic.
- ✧ It can be broken into steps, if necessary.
- ✧ It can be met in a timeframe that is acceptable to you.
- ✧ The best strategy to achieve the goal is the action of the caregiver, not others.
- ✧ If the problem is an interpersonal one, the goal should be set from both parties in order to reach the best positive outcome.

Practice

Identifying the Problem and Setting the Goal

What are the problems to be solved in the following statements? What goals can be set?

1. My spouse does not understand my caregiving job and we fight often.

Problem:

Goal:

2. I am sad and depressed but I have to endure the care recipient's temper.

Problem:

Goal:

3. I have diabetes, but my daily work is very busy and I have no time to care for my own health conditions.

Problem:

Goal:

4. My parents need someone to take care of them, and thus I want to quit my job. However, I will have no steady income, which would be a huge issue.

Problem:

Goal:

After setting the goal(s), you will need to choose an attainable one. Defining the problem helps you choose an attainable goal and identify obstacles toward achieving that goal.

Practice

Setting the Goal

1. What goals can be set for the problem(s) in case study 1 ?

Goal 1:

Goal 2:

Goal 3:

2. What goals can be set for the problem(s) in case study 2 ?

Goal 1:

Goal 2:

Goal 3:

Step 3: Brainstorming Options

What are problem-solving options?

- ✧ They are different ideas/plans that you positively response to the identified goal(s).
- ✧ Through this brainstorming process, you explore all possibilities to address the situation until it is no longer a problem.

Guidelines for brainstorming include:

- ✧ Once a goal is set, try your best to come up with a series of options to solve the problem.
- ✧ The options should come from you instead of other people.
- ✧ Quantity yields quality, the more the better.
- ✧ Do not evaluate the options during brainstorming.
- ✧ If you have difficulty generating options, ask yourself “What option wouldn’t work?” or “What ideas would ____ (e.g. your family or friend) do if they were in your situation?” . These questions will help you expand and create more options.

Practice

Brainstorming Options

1. What could be some goals and options for solving the problem(s) in case study 1 ?

Goal 1 :	Option 1 :
Goal 2 :	Option 2 :
Goal 3 :	Option 3 :

2. What could be some goals and options for solving the problem(s) in case study 2 ?

Goal 1 :	Option 1 :
Goal 2 :	Option 2 :
Goal 3 :	Option 3 :

Step 4: Weighing the Pros and Cons

Guidelines for weighing the pros and cons include:

- ✧ You will evaluate the pros and cons of every proposed option.
- ✧ Consider time, money, involvement of others, short vs. long-term effects, benefits for self and others etc.
- ✧ Ask yourself openly the following questions throughout this process: “What are the advantages of this option?” “What are the disadvantages of this option?” “What resources would I need?”

Practice

Weighing the Pros and Cons

1. What are the pros and cons for options you came up with for case study 1 ?

	Pros	Cons
Option 1		
Option 2		
Option 3		

2. What are the pros and cons for options you came up with for case study 2 ?

	Pros	Cons
Option 1		
Option 2		
Option 3		

Step 5: Selecting the Best Options

Guidelines for selecting the best options include:

- ✧ You will select the best option to implement.
- ✧ Take your time with this process, do not rush to make premature decision/selection.
- ✧ You can list the pros of each option, compare with the cons, and then choose the option with the highest number of pros.

- ✧ If you get stuck, you can weigh the significance and rank each pro and con one option at a time. When necessary, consult with professionals (e.g., a social worker, nurse) and ask for assistance.

Practice

Selecting the Best Option(s)

1. Which option(s) would you select for case study 1? Why?

2. Which option(s) would you select for case study 2? Why?

Step 6: Creating an Action Plan:

Guidelines for creating an action plan include:

- ✧ Specific steps are helpful when creating your action plan. Ask yourself “What are the specific actions I will take?” “When?” “Who will be involved?”
- ✧ Make sure you have the ability and opportunity to fully implement the plan. “Are there potential barriers/challenges that you need to consider?” “What are the possible strategies that could address these potential barriers/challenges?”
- ✧ The outcome may vary, but it’s important to know that your effort to implement the action plan leads you closer toward your stated goal.
- ✧ If it is not going as well as you expect, it might be essential to revisit the list of options and select another.

Practice

Creating Action Plans

1. Create the action plan(s) for the best option you raised for case study 1:

	Who is involved ?	Supports needed?	When?
Action 1			
Action 2			
Action 3			

2. Create the action plan(s) for the best option you raised for case study 2:

	Who is involved ?	Supports needed?	When?
Action 1			
Action 2			
Action 3			

Now, think about your recent situations and problem(s) that need to be solved, and fill out the following form.

PST Practice Worksheet-Homework

1. Review your symptoms over the past two weeks (Briefly assess or use the check in form on p. 7):

2. Problem selected:

3. An attainable goal for this week:

4. Brainstorming options:

	Pros	Cons
Option 1		
Option 2		
Option 3		
Option 4		

5. Option selected:

6. Action plan:

	Who is involved?	Supports needed?	When?
Action 1			
Action 2			
Action 3			
Action 4			

Step 7: Evaluating the Outcome

What you need to do when evaluating the outcome:

- ✧ If things went as planned, you have successfully learned the PST, and ready to move on to another problem and another goal.
- ✧ If things didn't go as well, consider what worked, what didn't work, and where to go from here.
- ✧ The important thing is that all your efforts are to be commended.

Tip: In the process of using this form, if necessary, you can seek professional guidance and assistance. Under the guidance of professionals, you can re-visit the treatment process of PST.

Why Do Caregivers Need Support?

The most common question from caregivers is usually: “What kind of care or support do my care recipient need?” Very few people would ask: “What kind of care or support do I need?” Some people might think this is too selfish. However, caregivers are facing multiple physical, psychological, social, and financial pressures. When facing pressure, everyone needs support. This is a fundamental need for human beings! Compared to caregivers with no support, those who have enough support feel less pressure, and tend to spend more time as a caregiver. People will be less productive at work if they suffer from chronic pressure without proper breaks. On the other hand, if given the opportunity to take breaks and get enough rest, their productivity will improve. Research has found that caregivers who work under long-term pressure are at a high risk of getting sick, especially if they lack support.

Not selfish, but smart

- ✧ Considering all the above-mentioned benefits, developing a support system is not a selfish act, but a plan to provide better care for care recipients. Do not feel guilty because you need support from others.

A Support System

Support system: a network of people who provide assistance to caregivers in caregiving for their elders.

Support Contents

1. Practical support

- a. Daily care: For example: bathing and feeding medicine to care recipients regularly, or taking care of care recipients when caregivers need to go out.
- b. Financial support
 - ✧ Paying or subsidizing fees from medical care and social services, improving home environment, purchasing rehabilitation or auxiliary tools.
 - ✧ Some caregivers have to give up work because they need to take care of the care recipients. Thus, they experience a sharp decrease in income. Financial support is important in this case.

2. Emotional support

For example: counseling, affirming, and encouraging caregivers.

Nature of support: formal vs. informal support services

- ✧ **Informal support:** generally refers to support from families, relatives, friends, neighbors, and volunteers.
- ✧ **Formal support:** generally refers to direct medical and social service support, or support sponsored by the government. Nowadays, the private market is also providing similar services.

Why do we need formal support for caregivers?

- ✧ **Family Members:** A decrease in nuclear family members also leads to decrease in family members that can provide assistance. It may be a burden for main caregivers to provide care. As a result, they are likely to feel exhausted and even fall ill.
- ✧ **Work:** Caregivers take the role of both employee and caregiver, which creates additional pressure.
- ✧ **Skills and Knowledge in Providing Care:** Family members may lack some professional knowledge in providing care, but service providers can support them in providing proper care.
- ✧ **Respite Services/Rest:** Caregivers need time to take breaks in order to relieve the long-term pressures of a caregiving job

Things to Pay Attention to When Seeking Assistance

Plan ahead

Caregivers should plan ahead in case of feeling unprepared when problems arise.

Know your needs and care recipients' needs

In addition to the older adult's needs, caregivers should be aware of their own needs, in case they utilize unnecessary or improper services.

Flexibility

Caregivers should be prepared to receive other service arrangements. However, they need to make sure the accepted arrangements can target their needs and provide proper support.

No need to hesitate

Caregivers should not be afraid to seek help from others, including families, friends, neighbors, hospitals, and social service organizations. Remember that it is very normal to seek support from outside resources.

Be clear about your goals and be persistent

Caregivers should not feel discouraged when being refused, and instead continue seeking support from others. This not only ensures better care for care recipients, but also is a caregivers' right.

Make Good Use of “Informal Support”

Advantages

They can also help!

- ✧ Although families, relatives, friends or neighbors of the older adult may not know the proper skills for providing care for care recipients, they can be of help! After all, they have been important people in the elderly's life. It is of great importance to request and encourage them to participate.

Most natural and comfortable

- ✧ The most natural and comfortable support provided can maintain intimate relationships among care recipients, their relatives, and friends. This way, care recipients do not lose connections with them after being sick.

Who can replace them?

- ✧ The connections among care recipients and their families, friends, and neighbors are hard to be replaced by other service providers.

Difficulties

Caregivers may encounter the following difficulties when seeking help from families, relatives, friends, or neighbors of the older adult:

- ✧ Not enough family members, relatives or friends
- ✧ Family members, relatives and friends are not active, or reluctant to participate
- ✧ People have different opinions about how to provide care for care recipients

Solution Tips

Fill out the “Family Support System” form

- ✧ Caregivers may not understand the assistance that families, friends, and neighbors can provide. Try to fill out the “Family Support System” form to discover support nearby.

Hold family meetings

Hold family meetings regularly and invite all family members to participate. Topics that can be discussed include:

- ✧ Care recipients’ needs
- ✧ Main caregivers’ needs
- ✧ Other family members’ and relatives’ schedules
- ✧ Remember, try to encourage care recipients to attend, or it may be hard to obtain their cooperation in the future. More importantly, the care plan has the biggest impact on care recipients, so their opinions should definitely be respected!

Seeking consensus

- ✧ If families have different opinions, family meetings should be held to achieve consensus. After all, every family member is hoping to provide the best care for the care recipients. Similarly, care recipients should be allowed to participate in the discussion, and their opinions should be listened to, respected and followed.

Learning Activity 1

Discover Your Own Needs and Nearby Support

My needs or the needs of the care recipients	Can families, relatives, friends, or neighbors help?	Can hospitals/ social service organizations nearby help?	Information needed (e.g., phone number, application procedure, etc.)	Contact person
1. Someone can take care of the older adult when I go grocery shopping.	Yes/No	Yes/No		
2. There is someone I can talk to about the pressure of providing care.	Yes/No	Yes/No		
3. Someone can help with cleaning so that I can take a rest.	Yes/No	Yes/No		
4. Doctors suggest a medical procedure for the older adult, but the surgery is too expensive.	Yes/No	Yes/No		

1. List those who are helping take care of the care recipients or providing you emotional support

a. Relatives (including children, grandchildren, siblings, uncles, aunts, nephews, nieces, etc.)

b. Non-relatives (including friends, fellows, neighbors, church friends, volunteers, etc.)

2. List those who are not currently providing support, but can provide help in your opinion:

a. Relatives :

b. Non-relatives :

Learning Activity 2

Based on your experience providing care for care recipients, (or imagine you are a caregiver) try to fill out the “Family Support System” table below.

“Family Support System” Table

1. While filling out the form, try to recall how you sought help in the past.
2. Think about how to ask for help from others and how to let them know that you need help.

Session 1

Who belongs to the informal support system around you? Who can offer you help in providing care? List those that are providing or those you think who will provide you support.

Session 2

Which aspects of care work do you need help with? Try to come up with types of help you need or want, and list the specific help you actually want. Try to be specific and give examples:

1. Daily care (bathing, supporting, etc.):

2. Housework (cooking or cleaning):

3. Picking up and dropping off, accompanying to doctor visits:

4. Comforting care recipients at home (visit, talk, rest, etc.):

5. Taking care of care recipients for someone else when needed (temporary day care, short-term accommodation):

6. Comforting caregivers (visit, talk, rest):

7. Financial support:

8. Other:

Session 3

Combine session 1 and 2. First, list the names of the supporters, then write down the kind of support they can provide, are providing, or are willing to provide.

People that provide support or assistance	Types of support
<i>E.g., granddaughter, aunt</i>	<i>Accompany care recipients to doctor visits, call care recipients regularly</i>

Needs they cannot satisfy:

E.g., transfer to nursing homes, apply for disability supplemental income

Types of Formal Caregiver Support Resources

Caregivers usually spend a lot of their time on care recipients, leaving little time for themselves. This can be very stressful for caregivers and even increases the isolation and burnout rates. Therefore, reaching out for help is a crucial thing for caregivers to learn. There are plenty of formal supportive services for caregivers in the community. Knowing your own needs as a caregiver and taking actions on those needs will certainly be beneficial to you and your care recipients. Some major types of caregiver support resources are listed below:

- ✧ Caregiver counseling and consultation
- ✧ Caregiver training
- ✧ Caregiver support groups
- ✧ Respite care and adult day care
- ✧ Work policies and benefits

Caregiver counseling & consultation

Caregivers have a higher chance of encountering a series of psychological and behavioral issues from the care recipients they care for or even from themselves. Issues or problems include feelings of grief or loss, emotions related caregiving stress (e.g. anger and guilt), problems with relationships, behavioral symptoms, etc. In this case, caregivers are prone to mental health problems, especially depression and anxiety.

Caregiver counseling & consultation is necessary for caregivers. With the help of professionals, it is easier for caregivers to acquire an in-depth understanding of their problems and learn about effective coping skills. Mental health professionals are more familiar with providing education and offer support.

Primary care physicians, the Area Agencies on Aging, and local community-based social service organizations can provide referrals to link caregivers to available mental health services. Please refer to the Appendix for information about *Eldercare locator*, *American Association for Retired Persons (AARP)*, *Family Caregiver Alliance (FCA)*, *Alzheimer's Association* for referrals.

Caregiver training

Studies have shown that educational programs can benefit and help caregivers of care recipients to reduce stress, thus improving the quality of care for care recipients. Caregivers can acquire knowledge and skills they need in their care practices, such as background information of the aging process, the common diseases for care recipients, or techniques of assistance in activities of daily living (ADL's) and instrumental activities of daily living (IADL's). In addition, caregivers can also learn about issues of stress and

concepts of self-care, and will be able to cope with their issues more effectively and present better psychological and physical well-beings.

For an example of caregiver support training, please refer to the *Savvy Caregiver Training program* from *Alzheimer's Association* in the Appendix.

Caregiver support groups

Caregiver support groups are settings where caregivers can meet with others in similar situations, express their feelings, and share different information and coping skills. Within caregiver support groups, group members support each other by offering emotional support and problem-solving help, which will build up a spirit of community and help caregivers to mitigate isolation.

Caregiver support groups are usually facilitated by health care professionals or volunteers. Group members either meet in person regularly, or through the internet. There are support groups for general caregivers, and groups for specific issues, such as Alzheimer's disease and Dementia, or other diseases and disabilities.

For caregiver counseling, training and support group referrals, please refer to the Appendix for information: *American Association for Retired Persons (AARP)*, *Family Caregiver Alliance (FCA)*, *Alzheimer's Association*.

Respite care and adult day care

Respite care services provide short-term temporary care for care recipients, so that caregivers are able to take a brief break from constant caregiving responsibilities to tend to other personal matters. Caregivers can use this break to take care of themselves physically and psychologically, or spend time with other friends or family members, in order to reduce social isolation and "caregiver burnout."

Different types of respite care include in-home care, care in adult day care centers, and institutional facilities (i.e. skilled nursing facility). In-home care services include supervision for care recipients and assistance with ADL's and IADL's, etc. Adult day care services refer to community based activity centers, where care recipients can socialize with their peers and participate in multiple activities while receiving professional care. Institutional facilities offer a stay ranging from one night to a few days or weeks, and will supervise and assist the older adult around the clock.

Resources related to respite care and adult day care centers can be located through *National Adult Day Services Associations (NADSA)*. Please refer to the Appendix for more information.

Work policies and benefits

In the Asian Pacific Islander (API) population, frail care recipients are mainly cared for by family caregivers. Most often it is their adult children who takes on this role and who are usually employed either full- or part-time. It is very difficult for family caregivers

to balance their time, energy or money in managing daily life activities. Therefore, it is crucial for employed family caregivers to take advantage of work policies and benefits.

Here are some suggestions:

- ✧ Communicate with your supervisor or boss about the caregiving issue honestly and openly before it becomes a problem.
- ✧ Initiate actions to ask about the flexibility of working hours and working styles, so that you can work from home via telecommunication when possible.
- ✧ Learn about your companies' policies in regard to taking time off, as well as the Family and Medical Leave Act.
 - For further explanation, please refer to the webpage at <https://www.dol.gov/whd/fmla/>
- ✧ Utilize benefits available through the company, such as insurances and community services.
- ✧ Look into Dependent Care Assistance Programs, which allows employees to set aside before-tax money to pay for eldercare/caregiving services.
 - For more explanation, please refer to the webpage link at <http://hr.uw.edu/benefits/more-ways-to-save/dcap-tax-savings-for-child-and-elder-care/>

Types of Community Resources

Caregiving for care recipients consists of multiple tasks, ranging from ADLs such as bathing, dressing, toileting, etc. to IADLs such as cooking, shopping, and medication management. It is very stressful for caregivers to deal with all of the care recipients' daily activities by themselves. This is due not only because of limited time and energy, but also due to the lack of in-depth knowledge in certain fields. Therefore, learning about helping utilize community resources in order to assist care recipients will certainly benefit their care recipients and optimize their healthy aging at home. We are going to introduce a series of community resources, including:

- ✧ Geriatric care management
- ✧ Legal and financial assistance
- ✧ Emergency assistance
- ✧ Transportation
- ✧ Meal delivery
- ✧ Hospice

Geriatric care management

Geriatric care management refers to services that geriatric professionals provide as care plan design and coordination, based on the assessment of older adult care recipients. Geriatric care managers will regularly monitor care recipients' care needs, provides referrals and arrange the appropriate services for care recipients. Caregivers can obtain information from geriatric care managers. A well designed coordinated care plan will not only improve care for the older adult but will also help caregivers in managing their time, energy and resources. More referral information can be found in the Appendix for *National Adult Day Services Associations* and *National Care Planning Council*.

Legal and financial assistance

When primary caregivers take care of care recipients, they may also have to help manage personal, medical and financial affairs. If this is the case, caregivers may face a series of legal issues, especially when care recipients have cognitive impairment or severe illness. It is important and helpful to seek legal consultation and obtain legal documentation prior to the onset of any cognitive impairment or severe illness. (For more details, please refer to Unit 21)

Older adult care recipients may encounter financial hardships as well. There are a number of programs to assist with care recipients and their family members in financial matters. Services vary from financial assistance, tax credits, medical coverage, to financial planning and consultation. For referrals and consultation, please refer to the Appendix for *Family Caregiver Alliance* (FCA).

Emergency assistance

Safety has always been a concern for care recipients. There are issues with medical emergencies, such as falls, stroke, heart attack, etc. There are also issues with older people who have Dementia or Alzheimer's disease, such as wandering or getting lost due to disorientation. Calling 911 will always be the first choice. In addition, knowing the resources available to enhance safety for care recipients is very important. For more information, please refer to the Appendix for *Alzheimer's Association Safe Return Program*.

Transportation

Because of limited mobility or cognitive impairment, it becomes increasingly harder for care recipients to drive or use the public transportation system. However, care recipients need transportation services to travel for medical appointments, grocery shopping, or other daily errands. When the primary caregiver is not available, the knowledge about transportation services in the local area becomes crucial. *National Aging and Disability Transportation Center* is a useful resource to provide information about transportation services in the community.

Meal delivery

Providing balanced, nutritious and appetizing meals for homebound care recipients is an important task in daily living. Meal delivery services are mainly for those who are unable to go out shopping or cannot prepare meals due to limited mobility or cognitive impairment. Meal delivery services can help caregivers, when they are at work or tending to other business, and are unable to cook for the care recipients. More information can be found in the Appendix for *Meals-on-wheels Association of America*.

Hospice

Hospice services are for people who have been battling with long-term chronic illnesses and at the end-of-life period, usually defined as 6 or less months. Some insurers or state Medicaid agencies cover hospice services for a full year. Hospice agencies will provide a multi-disciplinary team, consisting of doctors, nurses, mental health clinicians, social workers, and clergy, to help care recipients and their family members through this final stage. Their goal is to treat their clients with dignity, and make them as comfortable as possible. Hospice also aims to support family members, guide them through the bereavement process, and help them resolve issues of grief and loss. More information can be found in Appendix for *National Association for Homecare & Hospice* and *Chinese American Coalition for Compassionate Care*.

Tips for Use of Services

The following tips can help you use your healthcare more efficiently if you need to seek medical attention yourself.

Preparation before using medical services

1. Communication:

In order to have better communication with health care professionals, pay attention to the following points during each meeting:

- a. Before the consultation, note the purpose of the meeting and the questions to ask;
- b. Remember that asking information about the condition is our right;
- c. Make sure you understand the medication you are taking and any side effects you may have.

2. Plan ahead:

- a. During the illness, medical staff may suggest participating in some treatment plans. Before making a decision, pay attention to the following points:
 - ✧ Clearly understand the treatment-related information, including:
 - ✧ The consequences of not participating in treatment
 - ✧ Possible side effects
 - ✧ Efficacy of treatment
- b. Remember to talk to your family.

3. When necessary, seek the advice of other health care professionals.

Preparation before using social services:

1. Collect information about various community support services, or inquire doctors and related medical professionals for more information.
2. While searching for various services, refer to the “Search Agencies & Services” table (Table 4.1) and write down information regarding the service.
3. Before using services, ask to visit agencies and observe things like environmental health, employees’ attitudes, location, operation time, and adequacy of the service content.
4. Explain the care recipients’ health conditions, and your difficulties with them, to relevant staff so they can select the proper service.
5. If available services are not appropriate, ask for referrals or search for other services.
6. Consult with other caregivers, especially current or former service users.
7. Ask for related flyers, pamphlets, and brochures from staff.
8. Be prepared. Staff may look up your personal information, care recipients’ health conditions, or things related to care tasks. Before applying, prepare related identification documents, such as copies of ID cards and related medical records, for staff to evaluate.
9. If applications are rejected or delayed, try again or call them directly. Using these services is a right for every citizen!
10. If applications are approved, ask for or observe care recipients’ reactions after using services, and discuss with staff about related service content or care recipients’ progress.

Figure 4.1 Search Agencies & Services

Search Date:	
Agency Name:	
Telephone:	
Contact Person:	
Inquiry Item:	
Service Name:	
Office Hour:	
Application Procedure:	
Eligibility:	
Fee(s):	
Service Contents:	
Others:	

Case Study

Mrs. Li's daughter needs to rest

Mrs. Li's daughter (Miss Li) has been excitedly planning a trip to Japan with her friends. The planning is almost complete, and now all she has to do is book the air tickets. Mr. Li just came home from the hospital after taking the wrong medicine, and Mrs. Li suddenly slipped and fell! Miss Li is now the only caregiver available, and her travel plans had to be suspended. She felt upset, and complained to her friends over the phone:

"Taking care of parents are the children's responsibilities, but why am I the only one with this burden? My brother is married and has his own family, and my sister-in-law does not want to live with our parents. So when my parents fall ill, I am the only one to take care of them. They are in their seventies and are becoming weaker every day, I don't even know how to take care of them anymore. I'm worried and don't feel safe leaving them alone at home, and feel guilty and anxious whenever I go outside. When my mom fell, and my dad took the wrong medicine, it seemed like it was my fault. But my social circle is becoming narrower, and I don't even have an ideal partner."

"Where should I go to seek help?"

After reading this case, consider:

1. What problems is Miss Li facing?

2. How can one help Miss Li solve her problems?

a. From family/friends (informal support):

b. From society (formal support):

3. Based on the case, try to complete the following learning activity: design a “Support Seeking Action Plan” for Miss Li.

Learning Activity 3

Support Seeking Action Plan

Name: Miss. Li

Date:

Needs: 1. Feels isolated and helpless.

2. Needs more time with friends.

3. Thinks that she caused her parents to be ill.

Informal support (family, friends, etc.)	How can he/she/they provide support?
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.

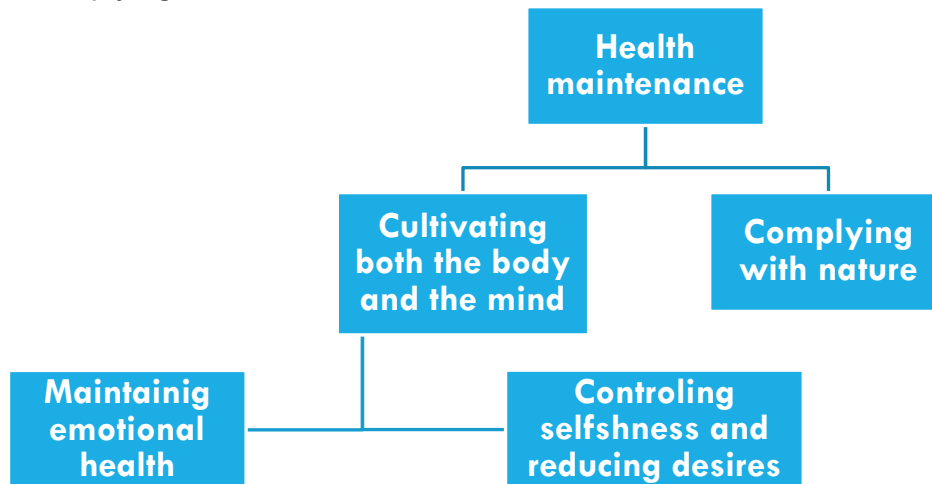
Advantages of support 1. 2. 3. 4. 5.	Disadvantages of support 1. 2. 3. 4. 5.
Ways to overcome disadvantages 1. 2. 3. 4. 5.	Actions I will take 1. 2. 3. 4. 5.
When to take these actions 1. 2. 3. 4. 5.	
What kinds of formal support services can be used? 1. 2. 3. 4. 5.	Advantages of using these services 1. 2. 3. 4. 5.
Disadvantages of using these services 1. 2. 3. 4. 5.	Ways to overcome disadvantages. 1. 2. 3. 4. 5.
Actions I will take 1. 2. 3. 4. 5.	When to take these actions 1. 2. 3. 4. 5.

Health Maintenance

From the overall perspective of science of health maintenance of traditional Chinese medicine, an individual is a holistic system, meaning that body, mind and spirit are not three isolated parts. On the contrary, they are indivisible and mutually influential. Meanwhile, an individual and the environment in which he/she lives in constitute a large holistic system. To live healthily, one must take into account the interrelationship between one and the environment.

Based on this holistic concept, there are two basic principles of health maintenance:

1. Cultivating both the body and the mind
2. Complying with nature



Cultivating both the body and the mind: Individual system

"Body" refers to a human being's body, while "mind" refers to one's mental health status and spirit. Mind and body rely on and influence each other. As Zhang Jingyue said in *Lei Jing*: "The body is the carrier of the mind, while mind is the function of the body. The mind cannot live without the body and vice versa." "Cultivating the body" refers to maintain physical health, which can be achieved through exercise, diet, etc.

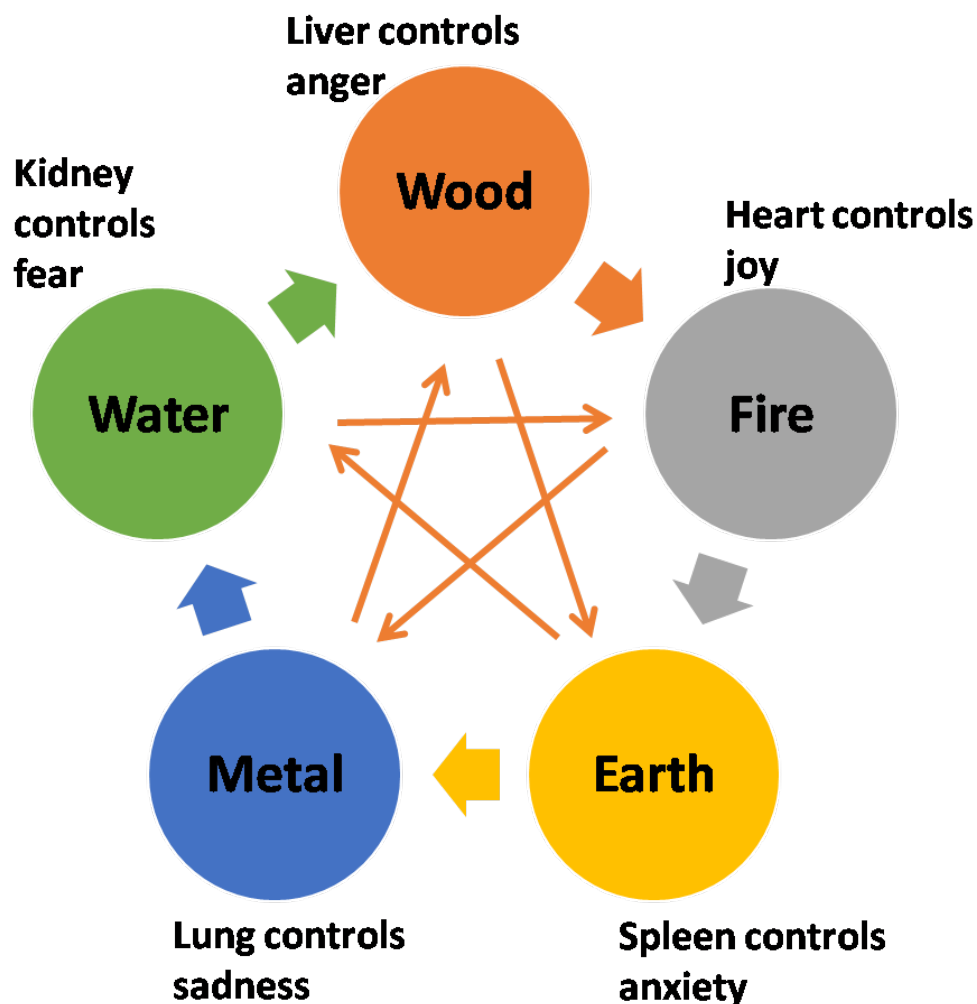
"Cultivating the mind" refers to main mental health and spirituality, which can be achieved through mindfulness, meditation, moral cultivation, etc.

Five elements and emotions

As mentioned in *Nei Jing*, “Liver controls anger,” “Heart controls joy,” “Spleen controls anxiety,” “Lungs control sadness,” “Kidney controls fear.” They also belong to five elements, and thus anger belongs to wood, joy belongs to fire, anxiety belongs to earth, sadness belongs to metal, and fear belongs to water.

Maintaining mental health

Nei Jing also mentions that “Sickness will never come if one maintains mental health. *Gu Jin Yi Tong Da Quan* also mentions: “Firstly to cultivate the mind and then the body. Fewer desires will help maintain health, while excessive desires will harm one’s health.” Maintaining mental health can reduce the chances of getting illness and promote health.



	Wood	Fire	Earth	Metal	Water
Feelings	Anger	Happiness	Anxiety	Sadness	Fear
Behaviors	Screaming, Grasping tightly, Headaches and head pressure, Fainting	Laughing, Talking nonsense and acting rashly	Sighing, Nagging, Appetite loss, Abdominal distention, Loose stool, Insomnia, Dreaminess	Crying, Coughing, Low voice Chest tightness and shortness of breath	Moaning, Being nervous, Pale skin, Fainting, Incontinence
Organs	Liver, Gallbladder	Heart, Small intestines	Spleen, Stomach	Lungs, Large intestine	Kidney, Bladder
Related Systems	Tendons	Blood vessels	Muscles	Skin	Bones
Related Body Parts	Eye	Tongue	Mouth	Nose	Ear

Excessive desires will not make one happy but will do harm to one's physical and mental health. Lao Tzu believes that it is necessary to eat when one is hungry. However, pursuing the pleasure beyond one's needs is harmful.

Complying with nature: Human beings and the environment system

People cannot live separately from the environment. To maintain health, people's activities must comply with the laws of nature and keep balance in a dynamic way. This is more common in ancient rural society, where people work after sun rises and rest when it falls, and four seasons succeed. Even though we live in a modern society, we cannot live without changes of seasons and day and night, and one's biological clock needs to cooperate with the laws of nature in order to maintain one's health.

Health Exercise 4: Guided Imagery

Guided Imagery

Introduction

Guided imagery is to use words to induce imagery or pictures within the mind, and thus to achieve relaxation of body and mind. Connection among guiding words, body parts, and the brain can make the brain produce a multi-dimensional relaxation image, which makes some people feel relaxed. According to the literature, imagery relaxation can relax the muscles in the digestive and the cardiovascular systems. It can also relieve headaches that arise out of stress, migraines, and other body pains. Practicing this technique often can at least result in relaxation.

Exercise instructions

Many people wish that life could be free and unrestrained. It would be very relaxing to consciously enter a state of freedom and devotion. Contemplating the world of nature can help us to forget our worries and release our negative energy. Let us now begin a journey – one that allows us to be free and unrestrained.

Please choose a comfortable place to sit or lie down, and allow yourself to relax through conscious breathing. Please close your eyes and place your attention to your breathing. Take a deep breath, and think about “relaxation.” Take another breath, and think about “peace.” Your whole body seems to be sinking into your chair. Your head becomes relaxed, shoulders becomes relaxed, and your hands comfortably relax; your entire body has entered a state of relaxation and peace. Now take another deep breath, and imagine that the air you inhaled is the freshest air in the world, cool and refreshing.

Now imagine that you are walking on a large grassy field. Here is a very wide, blue sky, and a thin layer of clouds float around. Your feet are walking upon vibrant, green grass. The grass is soft and thick, and is like a large soft carpet. You feel the wind brushing against your face, and it is cool, comfortable, and very refreshing. You feel so comfortable that you it is like you are weightless and, floating in the air. You are carried by the continuous wind, and the grassy field begins to be further and further away, until you float all the way to the blue sky.

Now you have floated to the height of the fluffy, white clouds, and you feel free and unrestrained. The grassy field you were just in is now very far from you. Not only can you see the grassy field, you also see the mountains and seas beyond the grassy field. However, you continue to float higher and higher.

You enjoy the present??? very much; you are in a state of complete freedom, without any worries. You realize that there is nothing that you cannot let go of in the world. We can put down our own persistence and requirements for others and ourselves, and solely enjoy our own journey, feeling happy and satisfied. You know that you can even put down your persistence towards life. In this way, you have become a truly free and happy person.

Now, you are still floating, and you slowly float back to the white clouds. You see many soft, fluffy and continuous clouds, so you float and stop on one of them and fall asleep -- on the soft, fluffy cloud. You know that you need to learn to cherish and care for yourself. You feel very satisfied about yourself, very satisfied. Now, you bring along with you such feelings of satisfaction, slowly leave the cloud, and float back to the grassy field.

You begin to slowly descend and once again see the seas and lands, and the grassy field that you walked upon. You float closer and closer to the grassy field until you step back on it. You feel the wind brushing against your face again, and you catch the scent of the fresh grass in the wind. You take a deep breath, and breathe in nature's fresh air and energy. You continue to breathe, and bring this comfortable feeling with you away from the grassy field, and return to your location, ending this episode of imagery journey.

References

Wan, H.Y. (2017). Caring for body, mind, and spirit: A caregivers' handbook of exercises of body-mind-spirit model in health [關愛身心靈：身心靈活動實務手冊]. Hong Kong: The Department of Social Work and Social Administration/ Center on Behavior Health, Hong Kong University.

Appendix: Resources for Care recipients and Caregivers

1. Eldercare Locator from National Association of Area Agencies on Aging (NAAA)

Area Agencies on Aging (AAA) is funded under the Older Americans Act (OAA) to respond to needs of care recipients. AAAs refer to programs or agencies coordinated in a designated local area to serve the aging population in that area. NAAA developed the Eldercare Locator to help with navigating through this network. Through the Eldercare Locator, information about referral services and resources will be accurately located based on location and needs.

Phone: (800) 677-1116

Website: <http://www.eldercare.gov/eldercare.NET/Public/index.aspx>

2. American Association for Retired Persons (AARP) provides information for caregivers in multiple areas, including planning and organizing resources, legal and financial related affairs, caregivers' self-care, etc.

Phone: (888) 687-2277

Website: <http://www.aarp.org/home-family/caregiving/>

3. Family Caregiver Alliance (FCA)

It is also known as Bay Area Caregiver Resource Center, providing low-cost services for family caregivers and their beloved ones. Their services range from workshops and classes, referrals, financial/legal consultation, individual counseling, etc.

Phone: (800) 445-8106

Webpage: <https://www.caregiver.org/bay-area-caregiver-resource-center>

4. Alzheimer's Association is the leading voluntary health organization in Alzheimer's care, support and research. For example, they have a 24-hour nationwide emergency response service and caregiver training program.

Phone (24/7 hotline): (800) 272-3900

Website: <http://www.alz.org/>

5. National Adult Day Services Associations (NADSA) is the only national association devoted exclusively to professionals in the adult day services arena. It provides link to each state's association partners.

Phone: (877) 745-1440

Website: <http://www.nadsa.org/strategicpartners/>

6. National Care Planning Council provides a list of geriatric care manager referral information for care recipients.

Webpage: <https://www.longtermcarelink.net/a2bfindmanager.htm>

7. Aging Life Care Association is formerly known as National Association of Professional Geriatric Care Managers. The association is aimed to advance the care management profession to ensure the qualification and ability for members to serve as a certified manager.

Phone: (520) 881-8008

Website: <http://www.aginglifecare.org/>

8. NADTC (National Aging and Disability Transportation Center) informs care recipients and people with disabilities about transportation choices available in their community and understand how to access these options; offers one-on-one assistance to assist them select the best transportation options to meet their needs; provides safe, efficient, predictable, and reliable transportation services.

Phone: (866) 983-3222

Website: <http://www.nadtc.org>

9. Meals-on-wheels Association of America helps to locate local Meals-on-Wheels programs, which deliver meals for homebound care recipients with inability to prepare meals by themselves.

Phone: (888) 998-6325

Website with a locator: <http://www.mealsonwheelsamerica.org/signup/find-programs>

10. National Association for Homecare & Hospice manages a locator to find the right provider for homecare or hospice services.

Phone: (202) 547-3540

Website: <https://agencylocator.nahc.org>

11. Chinese American Coalition for Compassionate Care is the only organization in the U.S. devoted to end-of-life concerns in the Chinese community. It is an active working coalition of over 80 organizations and a total of almost 1400 individuals to address the lack of linguistically and culturally appropriate end-of-life information and training available to the Chinese community and those who serve it. The coalition's focus is helping Chinese Americans with advance care planning, assisting with palliative care and pain management, providing respite and hospice volunteer training, targeting education for members of the Chinese-American community, and meeting the critical need of educating health care professionals who serve Chinese Americans.

Phone: (866) 661-5687

Website: <http://www.caccc-usa.org>