

Life NOW

A Check-Up Service for Healthcare Providers

This program was developed by a collaborative group of individuals with a desire to make the world a better place. This group believed that health care workers, teachers and first responders play critical roles in the difficult times we are living in. They thought that if we could find a way to help these everyday heroes check-in with a colleague trained to listen and support them, then they could stand strong and be the example that their communities need. Then, the health of their community would improve, and people would feel safe and show more kindness toward themselves and others.

Initial draft of manual and training materials written by Patti Robinson and submitted to Jennifer Yturriondobeitia on 2.22.22, with assistance from Stephanie Gallegos and support from C-WHO.

Introduction

This manual introduces the Life NOW service, a telehealth service provided by frontline workers by frontline workers. It includes a brief introduction to the theoretical basis for its development and the platform that can support its spread across America. The manual also includes detailed instructions for workers that will implement the Life NOW service, including suggested agenda for calls, scripts for exercises, and forms that can be shared with callers.

The Life NOW service is a coaching program rather than a psychotherapy service. It attempts to help callers identify areas of strength and areas of need. The service is founded upon the idea that most people only need a nudge, a kind word, and perhaps a new idea. Key to the success of this program is its accessibility, which aims to be same day, every day.

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1. Integrated Behavioral Health Care: A Platform for Delivery of Population-Based Behavioral Health Care

Life NOW program workers will most often be linked to staff working in Primary Care and following the Primary Care Behavioral Health (PCBH) model. This model is described in the publication: Robinson & Reiter, 2016. *Behavioral Consultation and Primary Care: A Guide to Integrating Services*. NY: Springer.

2. Focused Acceptance and Commitment Therapy: A Powerful Medicine

The basis for the assessment and intervention methods used in the Life NOW manual grow from Focused Acceptance and Commitment Therapy (FACT). FACT is a brief intervention approach that has been used extensively in primary care and found to be associated with health equity when practiced in the PCBH model. Participation in brief ACT interventions have also been associated with improved worker satisfaction and retention and improved job control.

Basics of Behavior Change in Primary Care (Robinson, 2020) provides brief instructions for health care workers interested in learning a common language for promoting behavior change that helps front line workers and the people they serve flourish.

3. Life NOW Initial Contact

In the initial contact, the worker spends 20 to 30 minutes assisting the caller. The following table summarizes possible activities and the amount of time for each. Critical activities are in bold font, and the worker prioritizes completion of these when the caller has less time for a call.

Many activities are supported by 1-page documents located in the appendices of this manual. They include the following.

- a. Roots of Resilience
- b. Contextual Interview and Assessment
- c. Life NOW Key Messages
- d. Life Now Initial Note

Workers may send documents in Appendix a, b, and c to the caller through a portal or simply share them via “share screen” during the call. The worker will make notes on the Initial Visit template during the call. All call documentation visits are written to be shared with the caller at their request.

Initial Visit Agenda

I.	Introduction	3 minutes
II.	Contextual Interview	5 minutes
III.	Contextual Assessment	4 minutes
IV.	Roots of Resilience	5 minutes
V.	Life NOW Key Messages	5 minutes
VI.	Conclude Visit, complete plan	3 minutes

I. Introduction

Introduce yourself and the Life NOW program. The following script will be helpful. Practice it 5-10 times or until it starts to feel natural and familiar.

Hello, my name is ___ and I am a healthcare worker. I am working parttime for Life NOW services. My job is to help people with stress, problems of living and health concerns. The Life NOW program provides callers with a chance to look at their quality of life and perhaps plan some small changes or experiments to see if they can make life better. We may also suggest ways to cope with stress overload, and you can let me know if that is something you'd like today.

If there's a concern about safety or danger today, I'll help you with that.

Some people call one time; others call on a regular basis for a while. It's up to you. Our goal is to be available to speak with you at times when it is convenient for you to call. Our calls typically last 20-30 minutes. How much time do you have today?

(response)

Okay, thanks for that. Do you have any questions before we start?

II. Contextual Interview

(Note that you can combine the Contextual Interview with the Contextual Assessment. You can experiment and see what works best for you. If a caller has less time, you might want to conduct them separately.)

I want to start with getting a picture of your life, as it is now. In addition to getting to know you a little, this part of our talk will help you look at how things are going in different areas of your life and what area you might want to improve.

This will take about 5 minutes.

1. Love – friendships (Do you have friendships that are important to you right now?)
2. Love – intimate partner or family members (Do you have an intimate partner or another family member that is particularly important to you right now?)
3. Work – satisfaction, sense of control, meaningfulness (What is your work? How do you feel about your work? Is it satisfying? Do you have a sense of control? How does it align with your values?)
4. Play – fun activities, relaxation activities, spiritual practice, hobbies (What do you do for fun? relaxation? Do you have a spiritual practice? Do you have hobbies?)
5. Health – alcohol, drugs, tobacco, caffeine, eating habits, exercise, sleep, social media (I'd like to know a little about your health. Any concerns about using alcohol or caffeine or street drugs? Do you use tobacco? Do you eat well? Exercise on a regular basis? How much do you use social media?)
6. Problem of concern (Time, Triggers, Trajectory)
When did it start? Recent change?
Triggers?
Things that make it better. Worse?
Impact on ability to love, work, and play

III. Contextual Interview Assessment

Offer the caller a copy of the Contextual Interview Assessment (through a portal or by screen share).

I would like for you to take a moment to look at how you are doing in important areas of your life. There's 5 that I'll ask you to rate. This helps create a view for you to consider in deciding what you might want to target right now to improve the quality of your day-to-day life. As you can see, the rating scale goes from 1 to 10. You select a number that is lower to indicate the area needs your attention and a higher number to indicate this area is good today. Let's start with love, as you experience in friendships.

1. Love – friendships

So, as you can see, we think of tap roots and heart roots. Every tree starts with a tap root, and the tap root's job is to provide stability for the tree and absorb what the tree needs. Heart roots grow from the tap root, and their job, like the tap root, is to provide more stability and absorption. The stronger the heart roots are the stronger the tap root and, of course, the more resilient the tree.

Let's take a moment to look at how you are doing with your, so to speak, heart roots. Maybe you will decide to do something to focus one of them. At any case, it's good to just check in and see how they are faring. This is a very difficult time in the world.

First, there's the **OPEN** root. It's about your ability to be open to your thoughts and feelings. When we are stressed, we may start to ignore our thoughts and emotions. That can be a problem because they are important and may be giving us important information. How able are you to identify thoughts and feelings that are difficult for you? Are you able to respond to yourself with tenderness and caring? Again, the rating scale is from 1-10. You'll choose a lower score if you would like to strengthen this root - or skill, and a higher number if you think you are strong in this area.

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>									<i>Good here</i>

Next is the **AWARE** root. It is about being able to experience the here and now (and to return to that experience at will). Are you able to let go of troubling experiences and simply breathe or scan your body . . . to focus on one thing without an intention to accomplish or complete a task?

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>									<i>Good here</i>

The last skill is that of being **PASSIONATE**. This area is about the strength of the connection you feel with important values and your ability to use that connection to act. Your ability to do something courageous because you choose to do it. Currently, how able are you to talk about what matters most to you in life and to pursue actions that are consistent with that ideal?

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>									<i>Good here</i>

So, looking at your ratings in these important areas of resilience, is there one that you would like to plan to strengthen?

Great, so

V. Life NOW Key Messages

Life is precious, and every moment counts!

Life, more now than ever before, requires us to have strong coping skills to be the leaders we want to be in our communities. Here are some of the skills that we offer in the Life NOW service.

To help ourselves live the life we want to live, we need to learn and practice Life NOW skills. These three skills are core areas for this program and we recommend them to most callers.

(Share the Life NOW Key Messages handout with the caller.)

Let's look at these together.

		<i>When life is difficult, it helps to live NOW</i>
N	Notice	What is going on in this moment? Inside you? Outside of you? Describe 3 things that you see or hear right now. Name 3 things you feel at this moment. Without judgement, just notice and describe.
O	Orient	Pause and reflect on what matters most in this moment. Do you matter the most? Does someone else? Does action matter? What action? Is stillness or silence better than talking or doing something that shows what matters to you? After orienting, lean in and go with your plan.
W	Work-around	Work around barriers to noticing and orienting and perhaps prioritize solutions that you can pursue for the long term. Life is long, and it's all about look at the barriers and working with them. Sometimes, it's enough to just know the barrier; you don't have to push it down. Sometimes, in knowing a barrier, you start to see a way to walk around it. The walk might take a little more time than battling the barrier, and you have time. Be gentle with yourself. You are worth it!

VI. Conclude Visit, make plan

Thank you so much for reaching out and taking a moment to reflect on your life and what you might do to make it better.

We started with talking about areas of your life, and you selected ___ as an area of concern. Do you have any ideas about one single thing you might do to try to make this area of your life better?

(Acknowledge their ideas and go with them if they seem feasible. If they have difficulty generating ideas, think about their strengths and resources and how these might apply to developing a plan for experimenting with a new behavior to see if it improves quality in the targeted area of life. Do make the plan SMART – specific, measurable, attainable, relevant to values, and time-bound. Write in on an after-visit form that you can mail or text the caller.)

A second area for planning concerns roots of resilience – you indicated an interest in strengthening the root or skill of ___. Let's come up with a plan for you to practice something new that will give you a chance to grow in that area.

(Again, help the caller as needed to come up with a SMART plan of practice designed to strengthen skills related to Open, Aware, and Passionate.)

(Confirm the written plan with the caller and the way that you will share it with them.)

I have a few ending questions:

One, how confident are you that you will do the plan, give it a go, so to speak. 1 is not confident and 10 is very confident.

(If the caller is not 7 or higher, asked them to help you change the plan so that their confidence increases to a 7 or higher. Then, re-write the plan.)

Thank you. My last question is about how helpful this visit was for you today. Use the rating scale – 1 is not helpful and 10 is very helpful.

(If the rating is not a 7 or higher, ask the caller what you might have done that would be more helpful and thank them. You may also ask if they would like for you to arrange to have someone else call them to see if they can provide a more helpful experience.)

4. Life NOW Follow-Up Contacts

In the follow-up contact, the worker spends 20 to 30 minutes assisting the caller. The following table summarizes possible activities and the amount of time for each. Critical activities are in bold font, and the worker prioritizes completion of these when the caller has less time for a call.

Many activities are supported by 1-page documents located in the appendices of this manual. They include the following.

- e. Roots of Resilience
- f. Contextual Interview and Assessment
- g. Life NOW Key Messages
- h. Life Now Initial Note

Workers may send documents in Appendix a, b, and c to the caller through a portal or simply share them via “share screen” during the call. The worker will make notes on the Follow-Up Visit template during the call. All call documentation visits are written to be shared with the caller at their request.

Follow Up Visit Agenda

I.	Exploration of Problem Experience with Plan	10 minutes
II.	Ratings: Contextual and Roots of Resilience	5 minutes
III.	Life NOW Key Messages (review if time allows)	5 minutes
IV.	Conclude Visit, complete pla	1. minutes

I. Exploration of Problem and Experience with Plan

In beginning the visit, summarize the problem discussed with the caller in the previous call and the plan that was made at the end of the visit. Then, ask the caller if problem is same, better, or worse. Encourage them to explain in what ways the problem is better or worse. Is the problem the same in all situations or different sometimes? Why. Be curious. Note caller’s strengths as they are identified.

Also, ask the caller about their experience with the plan. What were they able to do? Did doing part or all parts of the plans have a positive impact on the problem? Did others notice anything related to their doing their plan? Did the caller do things other than the plan that helped with the problem? What. Use this information to think about ways to create a strong plan for the current call. Transition the call to assessment by explaining that you want to look at the ratings on different areas of life and the roots of resiliency now. Note that you will share changes in their ratings with them.

II. Ratings

Life Context

Offer the caller a copy of the Contextual Interview Assessment (through a portal or by screen share).

I would like for you to take a moment to look at how you are doing in important areas of your life. We will look at the same 5 areas you assessed in your prior call. We can see if there's been a change, and the overall picture may help you decide what you want to target today in a plan to improve your quality of life. As you may recall, the rating scale goes from 1 to 10. You select a number that is lower to indicate the area needs your attention and a higher number to indicate this area is good today. Let's start with love, as you experience in friendships.

1. Love – friendships

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>								<i>Good here</i>	

2. Love – intimate partner or family members

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>								<i>Good here</i>	

3. Work – satisfaction, sense of control, meaningfulness

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>								<i>Good here</i>	

4. Play – fun activities, relaxation activities, spiritual practice, hobbies

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>								<i>Good here</i>	

5. Health – alcohol, drugs, tobacco, caffeine, eating habits, exercise, sleep, social media

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>								<i>Good here</i>	

Of these 5 areas, which one might be calling out for your attention at this time?

(Move to IV and begin planning if caller is not able to spend the time needed to cover Roots of Resilience and Life NOW Key Messages. If caller can complete these additional areas, move to them after explaining that you'll make a note of the area they want to target and that you'll come back to it when the visit is wrapping up and you are working to develop a plan.)

Ratings: Roots of Resilience

I'm curious to hear what your experience has been around this area of "roots" of resilience. Remember the tap root and how it is nourished by the heart roots: open, aware, and Passionate.

(Provide brief review, using information below.)

The OPEN root is about your ability to be open to your thoughts and feelings. When we are stressed, we may start to ignore our thoughts and emotions. That can be a problem because they are important and may be giving us important information. How able are you to identify thoughts and feelings that are difficult for you? Are you able to respond to yourself with tenderness and caring? Again, the rating scale is from 1-10. You'll choose a lower score if you would like to strengthen this root - or skill, and a higher number if you think you are strong in this area.

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>								<i>Good here</i>	

Next is the **AWARE** root. It is about being able to experience the here and now (and to return to that experience at will). Are you able to let go of troubling experiences and simply breathe or scan your body . . . to focus on one thing without an intention to accomplish or complete a task?

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>								<i>Good here</i>	

The last skill is that of being **PASSIONATE**. This area is about the strength of the connection you feel with important values and your ability to use that connection to act. Your ability to do something courageous because you choose to do it. Currently, how able are you to talk about what matters most to you in life and to pursue actions that are consistent with that ideal?

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>								<i>Good here</i>	

(Discuss any change in any area from previous to current call. Explore how they think the change came about. Ask if others perhaps noticed anything different about their behavior. Then, explore what area they would like to strengthen now?)

III. Life NOW Tip Sheet

(If time is available, review with the caller. If short on time, suggest they review once during the coming week.)

Remember the Life NOW key messages. From the notes about your last call, I see that you wanted to explore _____. How did that go?

Let's take a few minutes to review all three key messages now and see if these ideas are coming up for you, even in small ways.

N is for noticing – just noticing what's happening around you and inside you for a few minutes; pausing to notice. Have you experimented with that at all?

And O is for orienting, orienting to what matters most after you take a moment to notice what's happening. Have you experimented with this idea – the idea of thinking about what matters most in a difficult situation and then choosing an action, even a tiny action, that is consistent with what's important? And sometimes it might be no action; like just sitting still and breathing, resting.

And W is for Work-around. This involves identifying barriers to taking the action you would like. It could be your mind criticizing you or the sense that you don't have enough time. The idea is to identify the barriers and decide to take a creative approach. Rather than go to war with the barrier and put your energy into fighting, do something playful like sing about the barrier or write it on a piece of paper and put it in your pocket. Really anything that is not warlike and that is different from your usual response to the barrier.

(Take a moment to clarify any interest in a practice to strengthen N, O, or W. Once clear, add it to the plan for the caller and conclude the visit.)

IV. Conclude Visit, make plan

Thank you so much for reaching out and taking a moment to check back with us.

Let's develop our plan.

(Life and Problem of Concern)

Do you have any ideas about what you'd like to add or change in your plan for improving your quality of life and roots of resilience?

(Acknowledge their ideas and go with them if they seem feasible. If they have difficulty generating ideas, think about their strengths and resources and how these might apply to developing a plan to address the problem of concern and might represent an improvement in the targeted area of life. Do make the plan SMART – specific, measurable, attainable, relevant to values, and time-bound. Write in on an after-visit form that you can mail or text the caller.)

(Write plan and suggest that it might be possible to add in a plan to practice something to strengthen the “roots” of resilience.)

(Roots of Resilience)

You indicated an interest in strengthening the root or skill of ___. Let’s come up with a plan for you to practice something new that will give you a chance to grow in that area.

(Again, help the caller as needed to come up with a SMART plan of practice designed to strengthen skills related to Open, Aware, and Passionate.)

(Confirm the written plan with the caller and the way that you will share it with caller. Move to completion of visits by asking the confidence and helpfulness questions. Alternatively, if you know the caller has time, you can suggest a review of the Life NOW key messages and then ask the confidence and helpfulness questions and discuss follow up.)

I have a few ending questions:

One, how confident are you that you will do the things on our plan, give it a go, so to speak. 1 is not confident and 10 is very confident.

(If the caller is not 7 or higher, asked them to help you change the plan so that their confidence increases to a 7 or higher. Then, re-write the plan.)

What are your thoughts about follow-up with Life NOW?

(Support caller’s request and note in chart note.)

Thank you. My last question is about how helpful this visit was for you today. Use the rating scale – 1 is not helpful and 10 is very helpful.

(If the rating is not a 7 or higher, ask the caller what you might have done that would be more helpful and thank them. You may also ask if they would like for you to arrange to have someone else call them to see if they can provide a more helpful experience.)

5. A Few Words about Creating Continuity

Life NOW workers will create continuity by reading the note about the caller's previous call and summarize that briefly with the caller.

Life NOW workers will follow the manual instructions closely and use handouts in the manual.

Life NOW workers will write clear, specific chart notes.

6. Appendices

- a. GATHER
- b. Roots of Resilience
- c. Contextual Interview and Assessment
- d. Life NOW Key Messages
- e. Life Now Initial Note
- f. Life NOW Follow-up Note

a.

Life NOW GATHER Service
A Model for Healthcare Workers to Use in Helping Other Healthcare Workers



The Life NOW worker's role is to help people GATHER their strength, explore new ideas, and move forward in their lives with a sense of purpose and confidence. This acronym helps explain their role.

		<i>The Life NOW worker's job is to</i>
G	Generalist	Assist with any type of stress, life problem or health concern
A	Accessible	Be available to assist callers whenever the caller wants to talk
T	Team-based	Work with other Life NOW workers closely, so that callers experience a sense of continuity even when they speak with a new worker
H	High impact	Work effectively with the time the caller has available and work to keep the line open for other callers, helping as many people as possible every day
E	Educator	Share information and resources to help callers improve their quality of life
R	Routine	Is a routine part of what healthcare workers give and receive to grow and maintain their personal strength

c. **Contextual Interview and Assessment**

The Contextual Interview helps the Life NOW worker understand the life context for the caller. These are the areas that the caller may explore.

1. Love – friendships
2. Love – intimate partner or family members
3. Work – satisfaction, sense of control, meaningfulness
4. Play – fun activities, relaxation activates, spiritual practice, hobbies
5. Health – alcohol, drugs, tobacco, caffeine, eating habits, exercise, sleep, social media
6. Problem of concern (Time, Triggers, Trajectory)
 - a. When did it start? Recent change?
 - b. Triggers?
 - c. Things that make it better. Worse?
 - d. Impact on ability to love, work, and play

Contextual Interview Assessment: As part of the Contextual Interview, the worker will encourage the caller to choose a rating for each of the key areas of life and then to choose an area to target to improve their quality of life now.

1. Love – friendships

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>								<i>Good here</i>	

2. Love – intimate partner or family members

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>								<i>Good here</i>	

3. Work – satisfaction, sense of control, meaningfulness

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>								<i>Good here</i>	

4. Play – fun activities, relaxation activates, spiritual practice, hobbies

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>								<i>Good here</i>	

5. Health – alcohol, drugs, tobacco, caffeine, eating habits, exercise, sleep, social media

1	2	3	4	5	6	7	8	9	10
<i>Needs work</i>								<i>Good here</i>	

d. **Life NOW Tip Sheet**

Life is precious, and every moment counts!

Life, more now than ever before, requires us to have strong coping skills to be the leaders we want to be in our communities. Here are some of the skills that we offer in the Life NOW service.

To help ourselves live the life we want to live, we need to learn and practice Life NOW skills. These three skills are core areas for this program and we recommend them to most callers.

		<i>When life is difficult, it helps to live NOW</i>
N	Notice	What is going on in this moment? Inside you? Outside of you? Describe 3 things that you see or hear right now. Name 3 things you feel at this moment. Without judgement, just notice and describe.
O	Orient	Pause and reflect on what matters most in this moment. Do you matter the most? Does someone else? Does action matter? What action? Is stillness or silence better than talking or doing something that shows what matters to you? After orienting, lean in and go with your plan.
W	Work-around	Work around barriers to noticing and orienting and perhaps prioritize solutions that you can pursue for the long term. Life is long, and it's all about look at the barriers and working with them. Sometimes, it's enough to just know the barrier; you don't have to push it down. Sometimes, in knowing a barrier, you start to see a way to walk around it. The walk might take a little more time than battling the barrier, and you have time. Be gentle with yourself. You are worth it!

e. Initial Life Now Contact Note Template

Caller Name

Initial Call: Date, start and stop time

Life NOW Worker: Name

Life Context Summary

4-6 phrases

Ratings:

<i>Life and Problem Context</i>	
Love – friendships	
Love – intimate partner or important family members	
Work satisfaction	
Play – quality	
Health and health behaviors	
<i>Roots of Resilience Ratings</i>	
Heart Root: Open	
Heart Root: Aware	
Heart Root: Passionate	

Problem: 3-4 phrasesSummary: (Problem and Roots of Resilience)

2-3 phrases

Intervention:

brief description (education, skill practice, etc.)

Plan:

most often a list of 2-3 actions the caller plans to take to improve quality of life and roots of resilience

last item in plan describes caller's plan about follow-up with Life NOW

f. Life NOW Follow-Up Note Template

Caller Name

Follow up Call: Date, start and stop time

Life NOW Worker: Name

Problem Update:

Same, better, worse

4-5 phrases

Experience with Plan:

Copy in plan from initial visit; add notes about caller's experience with each of the plans

Ratings:

<i>Life and Problem Context</i>	
Love – friendships – connected with son's friends at party	
Love – intimate partner or important family members	
Work satisfaction	
Play – quality -walking dog with son more	
Health and health behaviors – sleep a little better	
<i>Roots of Resilience Ratings</i>	
Heart Root: Open	
Heart Root: Aware – “more present with cake”	
Heart Root: Passionate	

Summary: (Problem and Roots of Resilience)Intervention:

brief description (education, skill practice, etc.)

Plan:

most often a list of 2-3 actions the caller plans to take to improve quality of life and roots of resilience

last item in plan describes caller's plan about follow-up with Life NOW

LIFE PATH NOW DEMONSTRATION VIDEOS

Initial Call

https://us02web.zoom.us/rec/share/hAPqBJcKH-SSg56wS7y7E8v8XYfZ6XpdC-Gsep4kcuuuxqrnJAld87ukSrDNWyW.SI_OkR8wGgF8iXOs (Passcode: Qz5=B09e)

Follow Up Call

<https://us02web.zoom.us/rec/share/wwq7vxgAZvx6SoEo7PvwCyDS8KLQVsz4Q9r1X0-4ubVZ0rd7BlprD5zLJ2s5bunG.14S65pSVFvxLZQqn> (Passcode: 0FzrV!yJ)

h

Initial Life Now Contact

Stephanie Smith Initial Call: Feb 12, 2022, 11:00 AM MST, 30 minutes
 Life NOW Worker: Patti Robinson

Life Context Summary:

Stephanie is 30-year-old nurse and mother of one son, married. Works different shifts; “floats” at local hospital.” Nursing is important to her but worn out by administrative details. Liked to hike in past, attended church in past. Now, just working and taking care of family. No problems with alcohol, drugs, tobacco. Active at work, no exercise. Sleep 5-6 hours / night. Always tired.

Ratings:

<i>Life and Problem Context</i>	
Love – friendships	2
Love – intimate partner or important family members	9
Work satisfaction	5
Play – quality	1
Health and health behaviors	7-8
<i>Roots of Resilience Ratings</i>	
Heart Root: Open	1
Heart Root: Aware	2
Heart Root: Passionate	9

Problem: Forgot 10-year-old son’s birthday party; no plan for the weekend. “Bad mother.” Loves making a cake; seeing son’s delight; inviting his friends.

Summary: (Problem and Roots of Resilience)

Wants to improve quality of life by targeting the quality of “play” in her life. Sees this as an opportunity to strengthen heart root of “open”. Notes that she is not open to herself and tends to focus on others most of the time.

Intervention:

Education and Teaching “open” strategies (noticing what she hears, sees)

Plan:

1. Will shop for groceries for making birthday cake and call son’s friends about a party this weekend.
2. Will practice 5-minute pause after work before coming home – to check in with herself; practicing an attitude of curiosity and kindness.
3. Will tune in to the love in making a cake and the joy of giving it.
4. Read / review Life NOW Tip Sheet.
5. No return visit planned; explained “line is always open”.

Confidence: 9?

Helpfulness: 9? Check recording

I

Follow-Up Life Now Contact

Stephanie Smith
minutes

Follow Up Call: Feb 19, 2022, 11:00 AM MST, 30

Life NOW Worker: Patti Robinson

Problem Update:

Same, better, worse?

Better in terms of more quality with son; better sleep. Sees progress.

Had a party for son. Made the cake, made it with love. Had busy mind at party, but able to notice this. At table, felt I had it together. More times that are close with son. He's asked her to walk.

Experience with Plan:

6. Last visit: Will shop for groceries for making birthday cake and call son's friends about a party this weekend. Did this.
7. Last visit: Will tune in to the love in making a cake and the joy of giving it. Did this and "son's face lit up".
8. Last visit: Will practice 5-minute pause after work before coming home – to check in with herself, practicing an attitude of curiosity and kindness –

Tried it several days. Noticed tired after work, urge to get candy bar, "there's a need to nurture myself". Slept better when she did "pause". Wants to do more regularly; could use phone alarm and picture from view family trip to help her slow down and check in after work.

9. Read Life NOW Tip Sheet
Read it once. Wants to print and read more often.

Ratings:

<i>Life and Problem Context</i>	
Love – friendships – connected with son's friends at party	6-7
Love – intimate partner or important family members	9
Work satisfaction	7
Play – quality -walking dog with son more	6
Health and health behaviors – sleep a little better	8
<i>Roots of Resilience Ratings</i>	
Heart Root: Open	5
Heart Root: Aware – "more present with cake"	3
Heart Root: Passionate	9

Summary: (Problem and Roots of Resilience)

Intervention:

X Caller's ideas for next behavioral experiment

X Education

X Teaching Skill (Open, Aware, Passionate)

X Encouraged independent review of Life NOW Tip Sheet

Plan:

1. Walk more with son and dog and work to be in the moment – shades of green, looking in son's eyes. Play "I spy" with son on walk.
2. Open: Increase frequency of pause after walk. Use photo and alarm.
3. Review Life NOW tip sheet; will print it.
4. Return: Will call again in two weeks.

Confidence: 9

Helpfulness: 10