

Telephone

- Contact patient at agreed date and time
- Check whether each health plan action is complete

If yes

- Assess whether future action required
- Record future actions and review date
- Type up new health plan and send to patient

If no

- Discuss reasons and obstacles
- Agree and record future actions
- Agree and record review date
- Type up new health plan and send to patient

If patient has goals/action plan

- Enquire about progress

If successful

- Congratulate
- Discuss reasons for success
- Ask if they want to continue with current goals or set new goals

If unsuccessful

- Take joint responsibility for setting a goal which was too difficult
- Discuss difficulties
- Praise small successes

Continue with current goal/plan

- Set date and time for review

Set new goal/s

- Continue with case management from goal setting

Review

- Continue with process
- Review weekly increasing time between contacts as needed