



Ecomap

Person-Centered Care



Earning CEUs



- CEUs are available for the 7 content modules as a series (7 CEUs total)
 - One pre- and post-series assessment required for the program as a whole
 - OptumHealth Education saves all CEU credit documentation on their website
 - <https://www.optumhealtheducation.com/>
- Accreditation opportunities include:
 - American Medical Association PRA Category 1 Credit™ by the Accreditation Council for Continuing Medical Education
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 - Pharmacy Tech Certification Board
 - Case Manager Certification by the Commission of Case Manager Certification
 - American Board of Social Work Certification and American Psychological Association Certification and National Board for Certified Counselors Certification

Meet Our Faculty

Irena Stjepic, LCSW



Irena Stjepic is a Licensed Clinical Social Worker, who is a trained EMDR (Eye movement desensitization and reprocessing) psychotherapist. Irena has over 13 years of healthcare and behavioral health experience serving individuals with complex behavioral and social needs. She has participated in multiple diverse roles within the behavioral health field, including inpatient psychiatric treatment, individual therapy, group therapy, and evaluating individual's psychiatric needs for appropriate level of care. She also has experience with outpatient psychiatric treatment, case management, utilization management, supervisory and private practice experience. Throughout the years, she has helped grow a psycho-social program for adults with serious and persistent mental illness by implementing policies and program changes using a patient centered model. She notes that her greatest reward as a psychotherapist is maintaining a positive approach throughout the therapeutic process, valuing the positive reinforcement with clients' capacities and aspirations. She meets her patients where they are and guides them along their life journey helping them to focus on proactive steps towards a brighter future. Irena is based in Nashville and enjoys reading, traveling, hiking, CrossFit and hot yoga.

Rick Aguayo, NP



Rick Aguayo is a nurse practitioner in the Nashville Dyad and joined the Clinical Redesign Team in February of 2020. Meeting and loving people where they are is the focus of Rick's philosophy personally as well as professionally. Rick is trained in the whole person model of nursing care and is a former practice owner. He also had extensive management experience prior to entering healthcare. Working with people in a variety of settings and roles has solidified his desire to connect and to provide encouragement and support as a healthcare provider. Rick received a Master of Science in Nursing from Vanderbilt University in 2007 and has practiced in both primary care and pain management. Rick believes the rewards from working with people and relationships built are greater than any success we can achieve as humans.

Check Point

Today's presentation includes material that may elicit complex feelings for some individuals. Please sign out at any time the material being presented causes you discomfort or distress.

This informational training is an overview of current research and it's applicability to current practices. Always defer to your business unit's specific policies. When in doubt, always check with your supervisor.

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Learning Objectives

At the end of this course you will be able to:

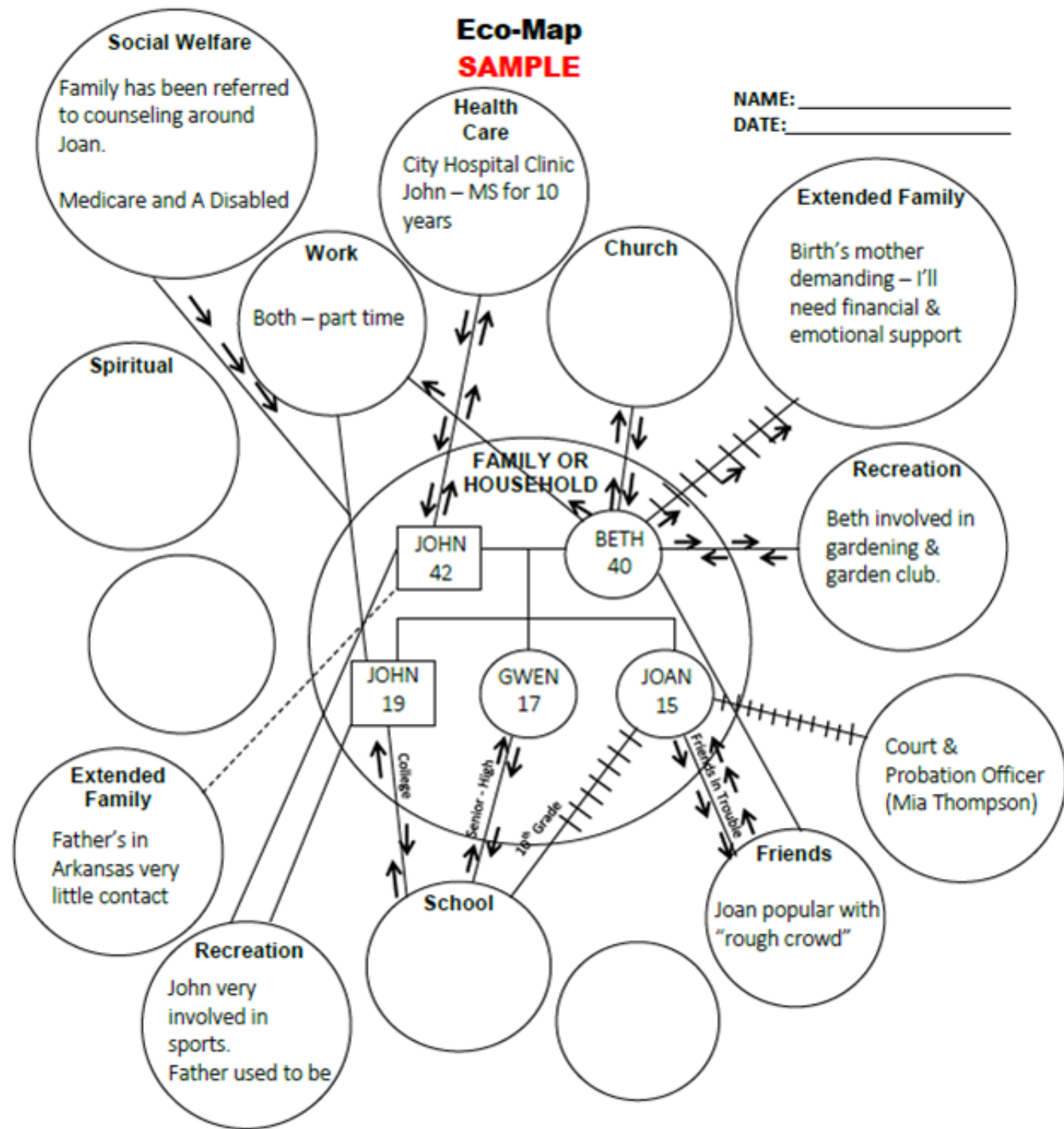
- Define the Ecomap.
- Identify why the Ecomap is important.
- Discuss language used in conjunction with the Ecomap.
- Discuss how to use the information gathered from the Ecomap to deepen the healing relationship.



**Case
Presentation**

The Ecomap

- Visual representation of individual's systems
- Shows degree of relationship in systems
- Defines community resources
- Not a diagnostic tool
- Can reveal trauma and protective factors



Importance of the Ecomap

- Identifies past and present systems in a person's life
- Can help identify “system fatigue”
- Maps out people and organizations that surround and support the person receiving care
- Helps reveal where systems or people make life harder for the person
- Strengthens collaborative and non-judgmental person-centered partnerships



Journal Prompt

In your personal journal, you'll be asked to complete an Ecomap yourself to build empathy for the experience.

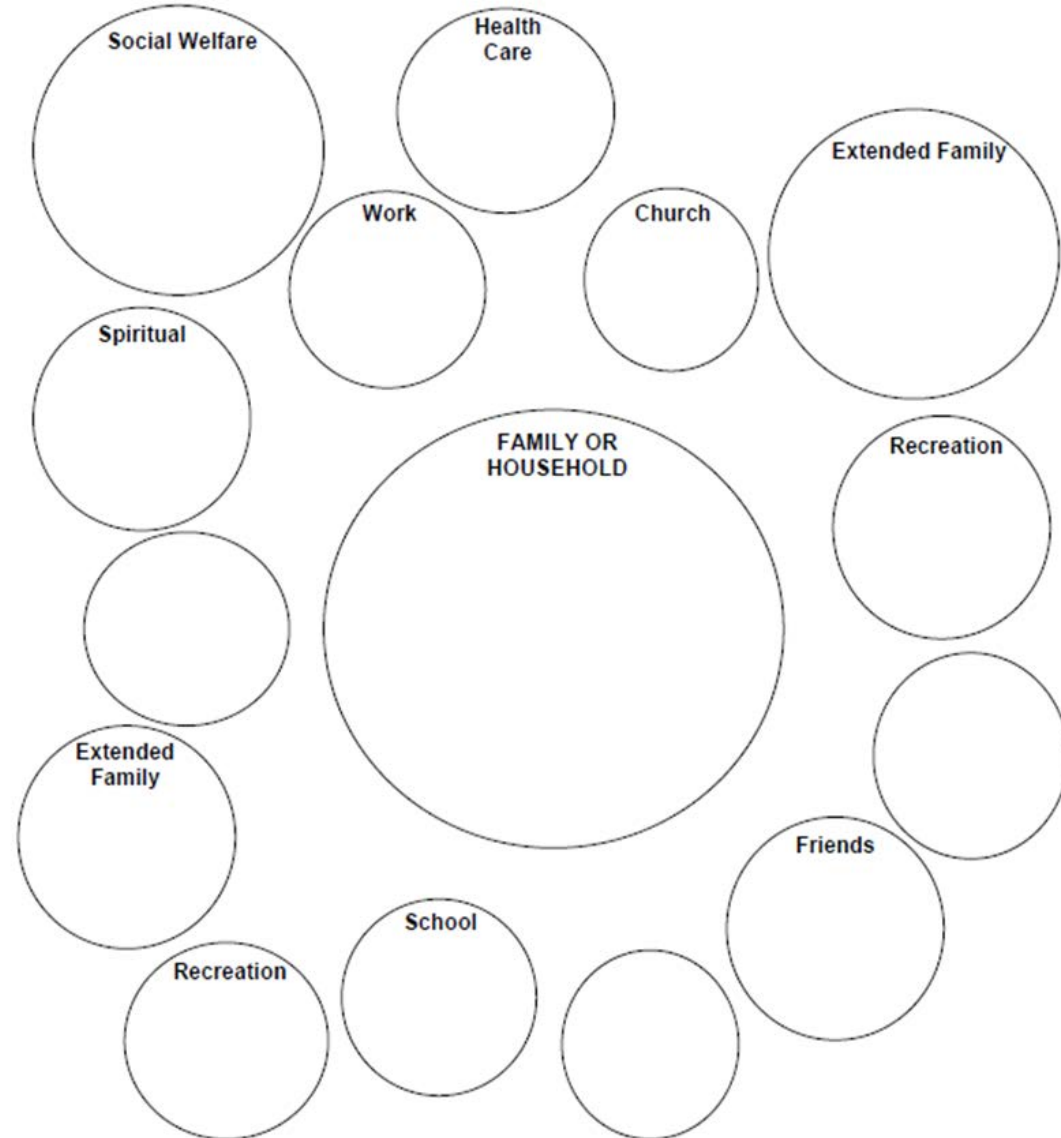
Connection to Care Philosophy and Practice

- Person-Centered Care describes work with providers and services toward the goals of the person
- More than a diagnosis, condition or situation
- “What happened to you?” rather than “What’s wrong with you?”
- Tethered to Positive Psychology
- The person is the focus of care



Systems Normally Included on the Ecomap

1. Family / Household
2. Extended Family
3. Friends
4. Work
5. Church / Faith / Spiritual
6. Social Welfare
7. Health Care
8. School
9. Recreation



Systems and Connections

- Relationship between systems defined by connection lines
- Identifies quality and strength of relationship
- Works both to and from system to individual
- Allows for direction of energy

Connection Lines

- different from attachment lines
- show strength/quality of connection

moderate 

strong 

very strong 

weak 

stressful 

Administer the Ecomap

- Can be completed in person or over the phone
- Can be started, stopped, and revisited over time
- Conversation around survey is valuable
- Ensure person is ready for activity



Approach with Ecomap

- Listen with empathy and without judgment
- Employ a person-first approach
- Remain person-centered



Language Used with Ecomap

- There are no right or wrong answers
- Show empathy, support, and compassion
- Build the relationship
- Share the importance of the Ecomap
- Explain how information is used





**Case
Presentation**

Debrief from Case Presentation

- Collaboration
- Allow people we serve to teach us
- Cultural competency
- Judgement-free zone



How to Use Ecomap Information

- Not diagnostic or prescriptive, but should produce individual considerations
- Opportunity to gather information about different systems in a person's life and how they have functioned within them
- Reveals how person relates to external world
- Identifies relationship discrepancies and supports
- Stay curious and build a healthy relationship



Personal Next Steps

- Spend time drawing your own Ecomap
- Use your Personal Journal to reflect on the experience
- Facilitate an Ecomap with someone
 - Consider the lines, shapes, and presence / absence as positive, negative and neutral energy
 - Imagine functioning amongst that energy



Journal Prompt

Complete your own Ecomap to build empathy for the experience and identify an individual that may benefit from the activity.

Key Takeaways

1

The Ecomap is a visual representation of people, providers, and organizations in a person's life

2

Identify current and past systems used by the individual and prevents system fatigue

3

Focus on the person and not the systems and relationships within their life

4

Allows conversation to lead to goals and values while also evaluating social supports



Additional Resources

What Language is Used to Discuss the Ecomap?

When filling out the Ecomap, it is important to keep in mind that you are asking about personal relationships. Employ a person-centered care approach to your conversations. Some sample dialogue is presented to facilitate the discussions.

- “As we’re talking about individuals and organizations that help you or support you, I’m going to organize this on what we call an Ecomap.”
- “We’ve talked about individuals and organizations that help you. But does anyone or anything make your life harder?”
- “Here is what I documented, based on conversations during our last several visits.”

After completing the Ecomap, explain how the information can be used.

- Use the Ecomap as a reference tool when doing goal setting so the stage of change and availability of support is reality-based.
- Update or redo the Ecomap as the person’s social network changes.

Learning Cohort Guide: Ecomap

Directions: In your self-defined Learning Circles, a peer facilitator leads a discussion and/or role-play leveraging the talking points below to process the training content from the most recent learning event. Please reflect on all learning topics to date as you discuss today's content including personal life experiences and how these topics might be woven into your day to day work with UHG and ultimately impact our members.

- Based on what you learned in this session, how do you see Ecomaps impacting your work?
- How would you navigate a conversation about an individual with little to no positive elements in their Ecomap?
- Ecomaps illustrate the forces (positive and negative) that influence or impact an individual. Reflect on the case shared today and imagine the physical sensation of the positive and negative forces from that case. Talk with the group about that experience.
- If time permits and volunteers are willing, engage in a role-play where you practice the Ecomap. Focus on:
 - Initiating the conversation and beginning the activity
 - Wrapping up the activity with summarization of a very complicated Ecomap