

**Name:**

**Date:**

### **Contextual Care Exercise<sup>1</sup>**

*What is the best next thing for this patient at this time?*

The following case exercise is intended to facilitate reflection on the challenges of adapting Veterans' care to their individual needs and circumstances, or context. It is constructed from audio recorded encounters between clinicians and Veterans. This exercise will count toward both category 1 CME credit and ABIM Maintenance of Certification (MOC) Credit for physicians participating in the Quality Improvement Project to Reduce Contextual Errors.

Please read each of the examples below and respond to the questions (type your answers in the boxes below).

#### **CASE ONE:**

A patient's A1C is 14.1. The provider expresses concern about the situation and refers the patient to a pharmacist for diabetes medication management and to a nutritionist, but does not specifically ask the patient if anything in their life is impacting their ability to manage their health care.

*What are implications of referring the patient for services before asking for their input on why they have lost control of their chronic condition? How might this compromise care?*

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<sup>1</sup> These materials have been developed with support from the Department of Veterans Affairs. Any views expressed are those of the authors and do not necessarily reflect the position or policy of the U.S. Department of Veterans Affairs or the United States government.

**CASE TWO:**

A patient states that he is suffering from migraines because he can't always afford the bus fare to the VA to pick up his migraine medications. There is no discussion about why the patient would need to come to the VA to pick up refills. The provider did not address the patient's inability to access his medication.

*What are some barriers that providers face addressing patient life situations like financial and transportation challenges?*

*What are some strategies the provider could have tried to address the patient's barrier to obtaining his prescribed medication?*