* **Red Flag:**  A patient mentioned that he had not been taking his medications the way he was supposed to.
* **No Probe:** The provider did not ask him why.
* **Contextual Factor spontaneously revealed by patient:** The patient went on to say that he was so busy with work and family obligations that he forgot to order meds in time before he ran out. He said this happened often. (Domains: Competing Responsibility)
* **No Contextual Plan of Care made:** The provider did not explore with the patient strategies to order his medications despite his busy schedule. Possible solutions could be setting an alarm on his phone, seeing if they could be ordered as a 90 day supply, or suggesting he use My HealtheVet to manage his medications.
* **Red Flag:** The patient commented that he was no longer able to exercise as he had in the past.
* **Probe:** The provider did not ask the patient why.
* **Contextual Factor:** The patient went on to say that his wife had become incapacitated from an illness and that he was her sole caregiver. (Domain: Competing Responsibilities)
* **No Contextual Plan of Care:** The provider did not ask about how this responsibility was effecting the patient, including whether it was the reason he had stopped exercising. The provider missed an opportunity to intervene via social work services to see what the patient’s wife might be eligible for e.g., home health aid, non-skilled services, respite care, so as to ease the patient’s caretaker burden and see if he might be able to go back to exercising.
* **Red Flag:** When a patient said he’d like to quit drinking and the provider offered him referral to a VA program, he declined.
* **No Probe:** The provider did not ask why.
* **Contextual Factor:** However, the patient went on to say that he thinks his work schedule conflicts with the VA program. (Domain: Competing Responsibility)
* **No Contextual Plan of Care:** The provider did not respond. Missed opportunity to explore if that’s true and, if so, what other options are available.
* **Red Flag:** The patient’s blood pressure was elevated (158/95) and he stated he had not taken his hypertension medication that day.
* **Probe:** The provider asked the patient why he hadn’t taken his medications that day.
* **Contextual Factor:** The patient responded that often he is in a hurry and runs out of the house without taking his meds. (Domain: Competing Responsibilities)
* **No Contextual Plan of Care:** The provider didn’t address the patient’s ability to take his medications consistently. This is a missed opportunity to look for ways to help the patient take his medications every day such as keeping an extra dose of medications in his car or in his wallet so he’d have them with him when rushing out of the house.
* **Red Flag:**  A patient with diabetes mentioned that he was not checking his sugars at home.
* **No Probe:** The provider did not ask if anything in the patient’s life was affecting his ability to check his sugars at home.
* **Contextual Factor spontaneously revealed by patient:** The patient went on to say that he had given away his glucometer to his son who also had diabetes. (Domain: Competing Responsibilities)
* **No Contextual Plan of Care made:** The provider did not address the patient’s lack of resources. Missed opportunity to discuss problems with giving VA medical supplies away, or strategize ways that both he and his son can have the health care supplies they need.
* **Red Flag:** A patient with high blood pressure mentioned that he had not taken his blood pressure medication that morning.
* **No Probe:** The provider did not ask the patient why.
* **Contextual Factor Revealed by Pt.:** The patient went on to say that he quite often rushes out of the house because he’s busy and doesn’t realize he’s forgotten to take his medication. (Domain: Competing Responsibility )
* **No Contextual Plan of Care:** The provider did not address the patient’s situation. Missed opportunity to develop strategies to manage meds despite a busy schedule. One would be to suggest the patient keep a dose in his wallet or in his car, for instance.
* **Red Flag:** A patient with a history of very high blood pressure reported that he had an episode of a high blood pressure reading at work (systolic over 200) and felt ill, but did not seek medical care even though he knew he should.
* **Probe:** The provider did not ask the patient why.
* **Contextual Factor Revealed by Pt.:** The patient went on to say that he had just started a new job and didn’t want his new employers to think that he was shirking work so soon. He didn’t want his new boss to think less of him. (Domain: Competing Responsibility)
* **No Contextual Plan of Care:** The provider did not address the patient’s situation. Missed opportunity to counsel the patient that a provider can always give the patient a letter explaining health emergencies.
* **Red Flag:** The patient mentioned that he sometimes misses taking his medication for severe hand tremors.
* **Probe:** The provider did not ask the patient why that happens.
* **Contextual Factor:** The patient went on to say that he quite often rushes out of the house to get to work and doesn’t realize he’s forgotten to take his medication until he starts to experience tremors. (Domain: Competing Responsibility )
* **No Contextual Plan of Care:** The provider did not address the patient’s situation. Missed opportunity to develop strategies to manage meds despite a busy schedule. One strategy would be to suggest the patient keep a dose of in his wallet or in his car, for instance.
* **Red Flag:** The patient declined a recommendation to go to physical therapy (PT) to help recover from an injury.
* **Probe:** The provider did not ask the patient why he didn’t want to go to PT.
* **Contextual Factor:** The patient went on to say he’d like to but that he works “crazy” hours and doesn’t think PT would be available when he has time off. (Domain: Competing Responsibility)
* **No Contextual Plan of Care:** The provider did not address the patient’s situation. Missed opportunity to explore PT options. It’s possible that there are hours the PT offers that would work with the patient’s work schedule.
* **Red Flag:** A patient presenting in the clinic with high blood pressure mentioned that he sometimes misses taking his medication.
* **No Probe:** The provider did not ask the patient why.
* **Contextual Factor:** The patient went on to say that he often rushes out of the house to get to work and doesn’t realize he’s forgotten to take his medication. (Domain: Competing Responsibility )
* **No Contextual Plan of Care:** The provider did not address the patient’s situation. Missed opportunity to develop strategies to manage meds despite a busy schedule. One strategy would be to suggest the patient keep a dose of medication in his wallet or in his car, for instance.