

PLANNING ADVANCES BASED ON PROSPECT'S STAGE OF READINESS

Stage of Readiness	Prospect Behavior	Strategic Advance	Actions to help Prospect Advance
Stage 1 – Denial Stuck and hoping for magic	<ul style="list-style-type: none"> Not fully aware or accepting of consequences of staying Defensive: deflects conversations about problems and difficulties in current living situation Initiative often comes from Spouse or Adult child 	The Prospect is thinking about problems and difficulties in current residence.	<ul style="list-style-type: none"> State Intentions – “help” not “sell” – align, build trust and validate feelings. Acknowledge their control of the decision. Explore expected outcomes of staying home without expressing judgment. Evoke Life Stories and listen for themes and values. Address Adult Child ambivalence and Educate.
Stage 2 – Thinking About problems and difficulties: on the fence about “Whether”	<ul style="list-style-type: none"> Less defensive: willing to explore problems and difficulties in current residence Focus is “looking back” with some regret on how things used to be Ambivalent about “Whether” to stay in current residence (Head knows, Heart isn’t ready) 	The Prospect has a willingness to acknowledge problems and desire to explore solutions.	<ul style="list-style-type: none"> Evoke stories about prior life changes that were successful . Promote self-evaluation of staying at home through use of reflections, amplifications and summaries. Ask direct questions and probe their perceptions of each problem area and of likely future consequences. Leave an opening for exploring small steps “forward.”
Stage 3 – Planning Testing the waters but issue is “When”	<ul style="list-style-type: none"> Acknowledges problems and difficulties of staying home are serious Ambivalent about “When” to address problems (not yet a priority) Looking to the future and open to discussing possible solutions 	The Prospect is open to consider the benefits of making a change including a move to Senior Housing.	<ul style="list-style-type: none"> Clarify Prospect goals. Don’t assume that signs of readiness means they’re ready to take action. Summarize the situation and elicit what they may want to do. Offer to resolve stated obstacles. Suggest options and encourage small steps. Get a commitment for something. Solicit collaboration with family/friends.
Stage 4 – Action Choosing “Where” to move	<ul style="list-style-type: none"> Issue is “Where” to move Seeks information about your community: “<i>Tell me more about. . .</i>” Anxiety and possibility of a relapse increases when decisions become “real” 	The Prospect makes a commitment – hopefully to move into your community.	<ul style="list-style-type: none"> Praise the decision to move - somewhere. Provide information about you Product/Service package. Value Match prospect needs to what your community offers. Ask for a commitment and offer to assist with any perceived barriers.