

# Promoting **Self Management**

**Communication Prompts &  
Readiness Checklist for Case  
Managers and Rehab Providers**



# Helping you plan **smarter,** **more effective** rehab strategies

Successful rehabilitation isn't just about helping clients recover, it's about equipping them to stay well without ongoing support. At Specialised Health, we aim to build capacity and confidence from day one, so that when the program ends, the progress continues.

This resource is designed to support that goal. It brings together two powerful tools:

- Communication prompts that encourage clients to reflect, problem-solve, and take ownership of their recovery.
- A readiness checklist to help determine whether a client is truly prepared to self-manage beyond the program.

Whether you're a case manager overseeing rehabilitation or a provider delivering services, this tool can help you shift the focus from dependence to independence, ensuring better outcomes for both clients and schemes.



## How to Use This Resource

- In weekly check-ins or case reviews: Use the prompts to shape your conversations and help clients take the lead.
- At program milestones or discharge planning: Use the readiness checklist to assess whether your client is ready to step down from formal support.
- With rehab or treating teams: Share this tool to align around what autonomy looks like in real terms, not just physically but also behaviourally and cognitively.
- With clients: Where appropriate, share selected prompts or milestones to build self-awareness and increase engagement.



## Communication Prompts to Build Autonomy

### PROMOTING REFLECTION, PROBLEM-SOLVING, AND OWNERSHIP IN EVERY CONVERSATION

The right questions can be more powerful than the right instructions. These communication prompts are designed to shift the dynamic from clinician-led to client-led, helping individuals develop the skills and confidence they need to manage independently. Use these prompts during sessions or phone calls to help clients reflect on progress, make informed choices and prepare for life beyond formal rehab. The goal: fewer instructions, more insight-driven action.



#### ENCOURAGE REFLECTION

- "What did you notice about your energy this week?"
- "How did your sleep or HRV affect your activity choices?"
- "What worked well and what would you change if you had to do it again?"



#### SUPPORT PROBLEM SOLVING

- "What would you do if this pain flared up again?"
- "If work gets busier, how might you adjust your routine?"
- "What are three ways you can keep this up without weekly sessions?"



#### REINFORCE PURPOSE

- "Why is this goal important to you?"
- "What will success look like in three months?"
- "How do you plan to celebrate when you hit that next milestone?"



#### PROMOTE DECISION-MAKING

- "Do you think you need to increase, decrease, or maintain this week's load?"
- "How could you test that out safely?"
- "If you were coaching someone in your position, what would you suggest?"

# Autonomy Readiness Checklist

## IS YOUR CLIENT READY TO STEP DOWN FROM ACTIVE SUPPORT?

This checklist is designed to help you evaluate whether a client has reached the point where they can self-manage their rehabilitation confidently and sustainably. True readiness isn't just about completing a set number of sessions, it's about demonstrating ownership, insight, and adaptability. Use this as a guide during discharge planning or progress reviews to determine whether formal support can be tapered or ended, while ensuring the client is set up for continued success.

### ROUTINE AND EXECUTION

- ☐ Consistently completes their prescribed exercises without reminders
- ☐ Adjusts their plan based on energy, symptoms, or HRV
- ☐ Initiates activity rather than relying on prompts

### UNDERSTANDING & REFLECTION

- ☐ Can explain the purpose behind their rehab tasks
- ☐ Uses symptom or biometric data to guide decisions
- ☐ Recognises when to push forward vs when to pace

### COMMUNICATION & OWNERSHIP

- ☐ Proactively raises concerns or observations
- ☐ Asks insightful questions that reflect understanding
- ☐ Describes a clear plan for continuing progress after discharge

### ADAPTABILITY & RESILIENCE

- ☐ Modifies plans appropriately during flare-ups or life disruptions
- ☐ Shows confidence in troubleshooting setbacks
- ☐ Has strategies in place to maintain gains long-term

**Tip: Readiness isn't about perfection, it's about patterns. Look for consistent behaviours across time and situations.**