**Appendix: Terminology from *Taxonomy for Brain Injury Case Management (BICM-T)***

Excerpt from Lukersmith, Fernandez, Millington, & Salvador-Carulla (2015). Reproduced with Permission.

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| **Terminology** | **Definition** |
| Advising | Recommending a course of action to be followed, to encourage a change of functioning, environment, attitude or behaviour in relation to health, goals or risks. |
| Coordination | Navigating and facilitating the access, management and cohesion of services and supports for the client. |
| Education | Providing structured information to client and stakeholders in a manner conducive to improve knowledge about matters relevant to the client’s health condition, medical, or rehabilitation treatment, functioning, situation or strategies |
| Emotional and motivational support | Providing the client (family and others as appropriate) with comfort, empathy or motivational support Includes: supportive communication (without using theory based methods) to find strategies to solve or alleviate difficulties arising from their daily demands of life and situation assisting, encouraging and reinforcing the client (and family as appropriate) to build independence, make decisions, exercise choice and responsibilities, take actions, and support the client’s and family’s adjustment to changed circumstances |
| Engagement | Establish, develop and maintain a relationship with the client. |
| Holistic assessment | Evaluating the client’s health condition, functioning, environment, behaviour, situation or need for intervention; in order to develop a comprehensive understanding of them, their perspective, and what is important to them. Includes: their strengths, capacity, performance and needs across domains in relation to health, participation in key life areas (education, work, social, cultural and civic life), well-being and the contextual barriers and facilitators; assessment for the purpose of identifying appropriate intervention(s) and planning interventions. Excludes: monitoring |
| **Terminology** | **Definition** |
| Monitoring | Continuous acquisition of information to evaluate the client’s health condition, functioning, environment, behaviour or situation over a defined period in order to be able to determine their progress, anticipate or identify problems, additional goals or activities and modify plan and services as appropriate. |
| Planning | Supporting the client to develop their individualised plan including setting goals and priorities, actions, responsibilities to achieve the goals and identify the supports needed (services and resources). |
| Training and skills development | Teaching, enhancing or developing skills through context-specific practice to stakeholders. Includes: providing information or reinforcing training strategies developed by others for skill development e.g. memory or anger management strategies |