Training Handout: Titrating Service

Addressing Barriers Through Coordinated, Person-Centered Care

Purpose

This scenario highlights **common barriers that may arise during titration of services** and demonstrates how **collaboration, reassessment, and member empowerment** help providers address barriers while continuing to safely adjust service intensity.

Barrier 1: Fear of Relapse During Titration

Barrier Identified

As services are titrated, the member expresses concern about relapse and worries that reducing therapy frequency may impact recovery.

Coordinated Response

- Providers review and reinforce the relapse prevention plan
- Previously learned skills are revisited and normalized as tools for independence
- Providers ensure supports remain in place as services change

Member Empowerment

- Member checks in with the substance use group leader
- Member processes concerns with the therapist
- Confidence is strengthened through reassurance and skill review

Barrier 2: Medical Instability

Barrier Identified

The member experiences a diabetes-related health crisis that temporarily impacts overall stability.

Coordinated Response

- Primary care provider addresses the medical issue and adjusts medications
- Psychiatrist coordinates care to ensure continuity
- Targeted Case Manager:
    - Connects the member to disease management services
    - Assists with obtaining new blood glucose monitoring equipment

Outcome

Medical concerns are stabilized without reversing behavioral health progress or service adjustments.

Barrier 3: Provider Concerns About Ongoing Supports

Barrier Identified

The therapy provider expresses concern about whether the member has sufficient supports to sustain progress as services are titrated.

Coordinated Response

- Providers collaborate to review existing natural and professional supports
- Direct discussion with the member confirms support availability and readiness
- Supports are reinforced rather than replaced

Skill-Building Focus

- Member identifies new coping strategies, such as crafts for distraction
- Therapist works with the member to expand self-soothing and distress-tolerance skills

Key Takeaways

- Barriers to titration are **common and expected**
- Barriers can arise from:
    - Member concerns
    - Medical or environmental factors
    - Provider uncertainty
- Coordinated, person-centered interventions allow services to be adjusted while:
    - Maintaining safety
    - Building confidence
    - Supporting continued recovery

Effective titration depends on collaboration, reassessment, and empowerment — not avoidance of change.