

# Serving Many Without Burning Out: A Community Member Care Model

MHM, 2018, Frauke Schaefer, MD, Barnabas International

Only some of us will be able to build strategic member care services along the lines of the Community Member Care Model in our mission contexts. However, many of us who choose to, will be able to think and work more in line with the Community Member Care Model. The benefits of doing this will be:

- to increasingly receive those referrals with which your training is really needed; this will likely increase your sense of satisfaction and specific purpose;
- to work in the context of a larger community, which increases your resilience; and
- to feel less pressure on your own time and resources because of your growing awareness of other providers in the region of your involvement, who can provide additional, relevant support, which will help prevent burn-out.

If interested in moving in this direction, here are some practical steps to take as well as resources:

## 1 – IDENTIFY MEMBER CARE PROVIDERS IN YOUR AREA OF INVOLVEMENT

Your area of involvement could be the mission organization with which you are associated, the international location where you repeatedly minister, or the location from which you receive referrals for your telehealth services involvement from your private practice. Identify the missionary care providers functioning at the various levels of care, including their role and experience/training. Also, inquire about retreats and programs focused on missionary care in that context.

*RESOURCES:* Global Member Care Network (consider signing up for their Facebook group); your organizational member care provider; regional networks (CAMENA network – coordinated by Barnabas staff [requests@barnabas.org](mailto:requests@barnabas.org) ; Africa and Europe MC networks ; South America MC – Comibam; The Well in Thailand for Asia, etc.)

## 2 – ESTABLISH A CONNECTION WITH RELEVANT MEMBER CARE PROVIDERS

Attending a regional member care conference or training might provide an opportunity to get to know providers face-to-face. The annual mission conference of your organization is helpful. E-mail and video-conferencing provide a great start. Consider offering training to member care providers in the region, which helps connect and build trust. Also, consider how to manage security and confidentiality in information exchange.

## 3 – HELP THEM UNDERSTAND WHAT YOU WANT TO CONTRIBUTE AND WHEN/HOW TO REFER

Introduce yourself as a resource to the network of people. Express your desire to collaborate and get to know more about them (what they love to do in member care, who they love to serve, when to refer to them; perhaps, what types of training they have attended). Provide written contact information for consultations with you, referral information, and referral criteria. Consultations with MC providers typically are provided free of charge, but they would likely result in more referrals to you. If you provide consultations within an organization, look into negotiating a flat rate per unit of time.

*RESOURCES:* Referral Criteria <http://www.traumaresilience.com/training-materials.html>

Useful referral criteria provided in “Where there is no psychiatrist” by Vikram Patel (on Amazon, FREE e-book)