

Patient Perspective

DEFINITIONS

Patient/Client-Centred Care:

“An approach in which clients are viewed as whole persons; it is not merely about delivering services where the client is located. Client-centred care involves advocacy, empowerment and respecting the client’s autonomy, voice, self-determination and participation in decision-making.” (Registered Nurses Association of Ontario, 2006)

“Client-centred practice refers to collaborative approaches aimed at enabling occupation with clients who may be individuals, groups, agencies, governments, corporations or others. Occupational therapists demonstrate respect for clients, involve clients in meeting clients’ needs, and otherwise recognize clients’ experience and knowledge.” (Canadian Association of Occupational Therapists, 1997)

Relationship-Centred Care:

“Care in which all participants appreciate the importance of their relationships with one another. Relationships between patients and clinicians remain central, although the relationships of clinicians with themselves, with each other and with community are also emphasized.” (M Beach, T Inui & the Relationship-Centred Care Research Network, 2005)

This module has been developed by the Office of Interprofessional Education & Practice and the South Eastern Interprofessional Collaborative Learning Environment (SEIPCLE) project to provide an opportunity to enhance your understanding of the patient/client role in health care and to encourage greater patient/client participation.



“My health care has to be collaborative...inclusive of my full & responsible participation. I can not be a disenfranchised voice. Health care students must learn early in their education to work respectfully with all of the members of the Team, including me, the patient/client. My participation in the SEIPCLE project has been a wonderful opportunity to be a respected colleague at the table.”

- Debbie Docherty,
SEIPCLE Patient Representative

Some patients/clients feel strongly about wanting to be full partners in their own health care teams, and have important messages they would like to impart to their health care providers. Consider what the patient/client in your own setting might want to say to you and how you might receive that message.

KEY ELEMENTS OF PATIENT/CLIENT-CENTRED PRACTICE

Drs. Sumsion & Law, educators in the field of occupational therapy, summarize the main elements of client-centred practice into 5 domains: **Power, Listening & Communicating, Partnership, Choice, Hope.**

They found evidence that adopting a client-centred approach results in improved satisfaction with service, adherence to treatment interventions and improved functional outcomes. They suggest that health care providers reflect on a series of questions related to these 5 domains in order to determine the degree to which they incorporate elements of client-centred practice into their clinical work.

Sumsion, T. & Law, M. A review of evidence on the conceptual elements informing client-centred practice, Canadian Journal of Occupational Therapy 73(3), 2006.

“It’s about communication, respect & humour. You’re not just dealing with a patient, you’re dealing with the whole family. Health care planning needs to be in partnership with the client/patient. I didn’t know how to be a patient. I needed compassion from all members of the health care team.”
- SEIPCLE Patient Representatives



Office of Interprofessional Education and Practice

Integrating Health Sciences Across the Continuum