SUMMARY OF TOPIC

Client-centered care is treatment that is organized around the client. It is a model in which care providers (doctors, nurses, therapists, aides and unlicensed caregivers) partner with clients, families and each other to identify and meet the client’s needs.

WHAT’S YOUR RESPONSIBILITY?

- Observe your client carefully and report all observations to your supervisor. Your observations are critical because they may lead to a change in the client’s care plan.
- Know the goals. Every care plan includes client goals. Effective goals help direct client care and give a sense of accomplishment to the client and the health care team. When you know your client’s goals, you can help keep your client on track!
- Check the care plan regularly. Review each client’s care plan before each shift and discuss any questions you might have with your supervisor.
- Your client’s rights. The care plan should be written in collaboration with the client, but clients still have the right to refuse any part of their care. Don’t force a client to do something just because it’s written on the plan of care. Let your supervisor know specifically which care was refused.

Honor your clients’ personal preferences. Each client enters the healthcare system with a personal history, established routines and preferences. Traditional health care tends to be oriented more toward staff convenience than client preferences. Knowing and respecting your client’s preferences shifts the focus of care from the staff-centered approach to a more client-centered approach.

MORE WAYS TO PROVIDE CLIENT-CENTERED CARE

- Create a comfortable environment that meets the specific needs of each individual client.
- Do your part to promote pain management for every client. Remember—adequate pain relief is their right!
- Practice your empathy and listening skills in order to provide emotional support to clients and their family members. When people feel emotionally supported, they feel heard, understood, and not alone.
- Show that your focus is on the human...not the task...by communicating like a pro. Remember: Communication with patients and families about all aspects of their care, treatment or services is a critical part of client-centered care. When patients know what to expect, they feel empowered, make better decisions and they have more realistic expectations.