

Client-Driven Care Guided Communication

The following guide is for your use in implementing client-driven care:

“Tell me how you’re feeling about your home care today.”

- Encourage the client to open up to you about his/her true thoughts and feelings.

“How do you feel you and I are making out with your care?”

- Ask the client to describe his/her honest thoughts and feelings.
- Ask the client to talk about the working relationship the two of you have.
- Does the care provided include attention to the client’s strengths and overall health?

“We think of our clients as partners. That means we need to keep track of how you are involved in your care and how you would like to be involved.”

“Let’s talk about the things you’re doing for your health care that are working out well.”

- Understand the client’s story, find common ground, and build trust. (Example: I had a pond and he had a pond.)
- Have the client identify his/her strengths and resources.
- Explore what strategies they have used in the past to cope and to promote quality of life.

“Tell me about the things you feel you need help with.”

- Bring out the client’s views on what else s/he needs and wants for his/her care.

*“...You know I want to work with you to make your care as good as it can be. We both **know** things that are important to consider in your care. We both can **do** things to help make your care as good as it can be. So, we both need to **decide** together how best to go about this care.”*

“Let’s look at what’s going on right now to make your care as good as it can be.”

- Talk about the client’s contribution of knowledge and effort.
- Talk about your own contributions, **as the client sees them**.
- Get a sense of how your client is experiencing partnering right now.

“Okay, let’s think about what new or different things each of us might know and do to make this happen.”

- Talk about the client’s efforts and your own efforts, **as the client sees them**
- Understand his/her preferences for involvement in care management.

“Great! Let’s keep working toward this plan for partnering!”