

# Group 10 – “A Unique Journey”



Donovan Giraud - Health Mentor  
Medicine

Mariah Rickman - Occupational Therapy

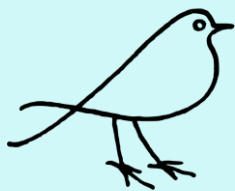
Jessica Morris - Nursing

Rachel Jin -

Gurshan Brar - Kinesiology

“Everyone has a unique health journey. The client should be treated as an ally and expert in their journey, not just a patient.”





## Our Tweet



Everyone has a unique health journey. The client should be treated as an ally and expert in their journey, not just a patient.

# What is the difference between Acute Care vs. Chronic Care?

## Acute

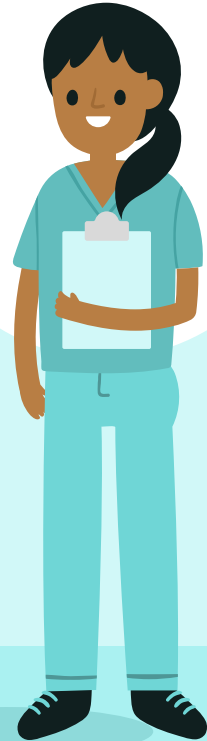
- Short-term, sudden onset
- Tends to be more episodic care
- Tends to resolve more quickly
- Tends to respond well to treatment
- Tends to be a more paternalistic form of care

Examples: blood loss, pneumonia, broken bone, COVID-19

## Chronic

- Long-term; often a life-long condition
- Does not always respond /resolve with treatment
- Often requires a holistic approach to care
- the long nature often lends itself to developing a partnership between client and care provider

Examples: hypertension, chronic fatigue, diabetes, osteoporosis, COVID longhaul, COPD



What do we mean  
when we say the  
client is an  
'expert' in their  
health journey?



# What it means for a client to be an "expert"



- Expert in their own values and preferences
- Expert in their own body and health
- Expert in what has/has not worked for them in the past
- Expert in how their health condition affects their everyday life

# What are your thoughts?

What are qualities of “good” vs. “not so good” interactions between healthcare providers and clients?

What can we do to make interactions great?





# Let's compare...



## Not so great

- Inattentive/rushed
- Difficult to collaborate with
- Dismissive
- Doesn't ask about client's values, preferences, goals, or beliefs
- May not treat the client as an ally and expert in their own health


## Better

- Attentive & engaged
- Takes the time to answer questions
- Easy to approach & collaborate with
- Considers the client's preferences, values, goals, and beliefs
- Involves the client in treatment planning

# Our Ideas for Questions to Ask



- What are your ideas about your condition?
- How do you feel about your condition?
- How does your condition affect your function and quality of life?
- What have you found makes it better? What makes it worse?
- When did it start and what do you think caused it?
- What are your priorities? What would you like me to do for you? How can I help?
- What do you think about my recommended treatment?
- Are there other supports I can connect you with or refer you to?
- Is there anything else you would like to tell me or discuss?

The background is a light teal color. In the center is a large white circle containing the text. Surrounding this circle are various medical-themed illustrations: a syringe with orange liquid in the top-left, a heart in the top-right, a heart in the bottom-left, a heart in the bottom-right, a stethoscope in the bottom-right, and several pills (one blue and white, one orange and white) scattered around. There are also small teal leaf-like shapes.

**Keep the  
client at the  
center of  
their care**