

Group 48: Ideal client-centered care vs. reality

Group Members: Samantha Yu (Pharmacy), Loryn Byres (Genetic Counselling), Amy Beevor-Potts (Medicine), & Brenden James (Occupational Therapy)

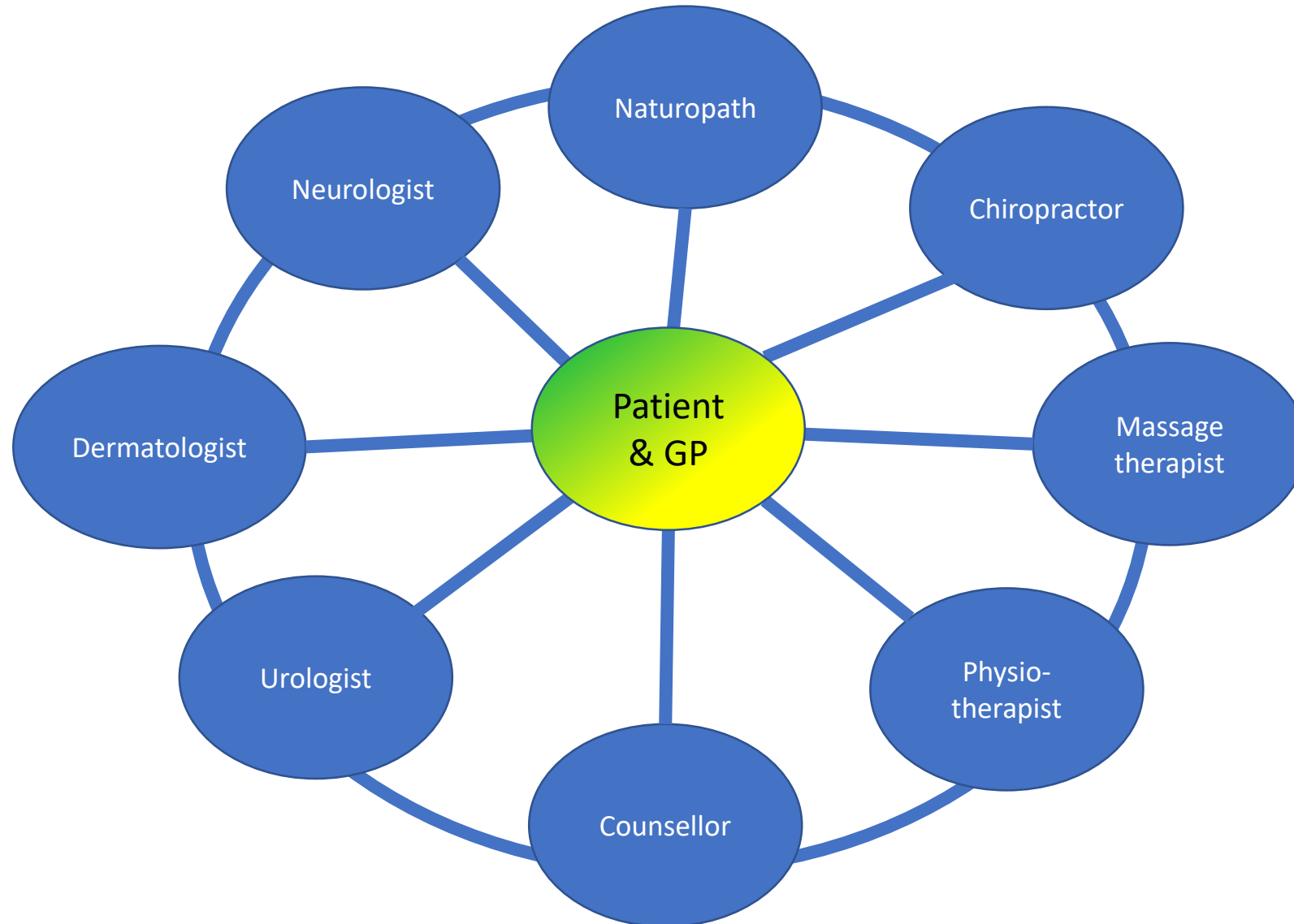
Health Mentor: Derek Lunden

Tweet: My doctor prohibits my access to MY medical records. Unfair!
#medicalrecordrights

The wagon wheel
metaphor

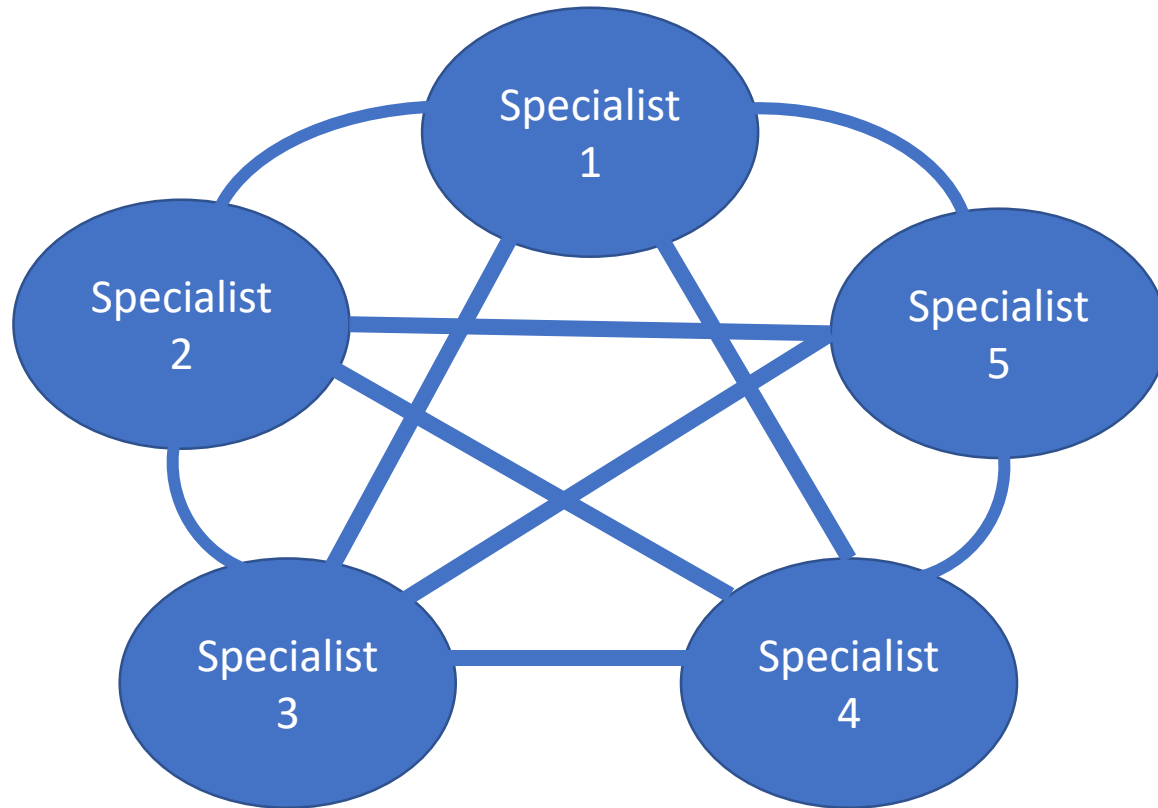


Ideal client centered care – a complete wheel

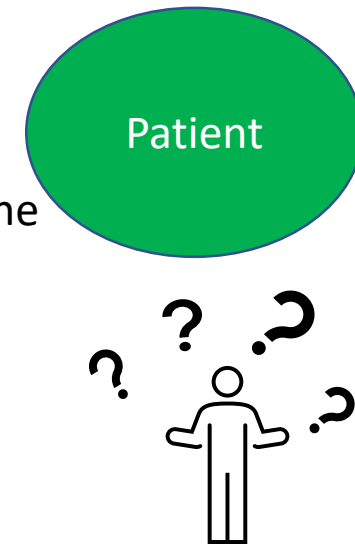


communication &
collaboration
between all parties

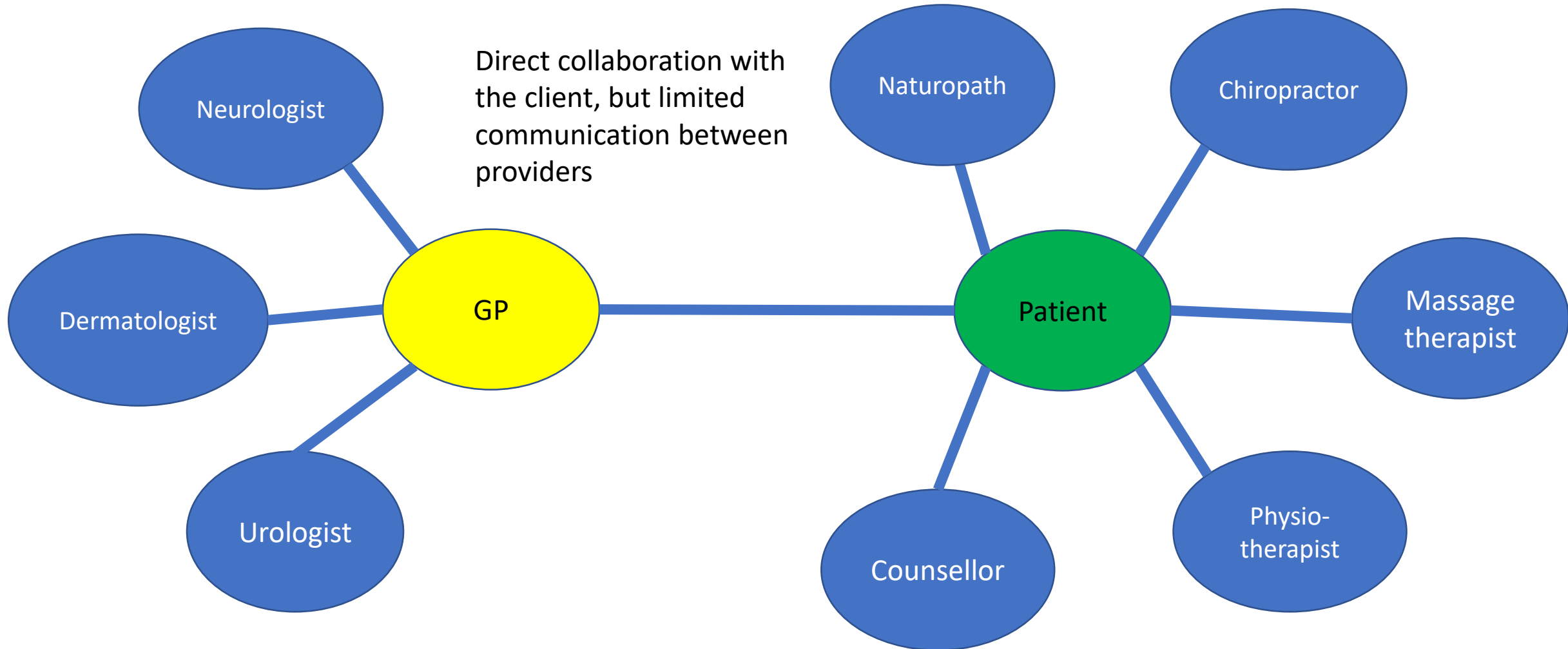
The acute hospital/rehab setting – no hub



Communication between providers, but limited collaboration with the client



The community care setting – no rim



Neither of these are
truly client centered!

Discussion prompts

- What are ways to “fix the wheel” in either the acute, or community setting?
- Are there situations anyone is aware of where we have the “full wheel”?
- Thoughts on being free to access one’s own health records to facilitate better collaboration and communication between clients and their health providers?
- Using the example of remote work: before Covid, widespread remote work was deemed unacceptable, but is now ubiquitous. What are examples anyone can think of where things that before covid seemed unreasonable but now could be possible in health care?