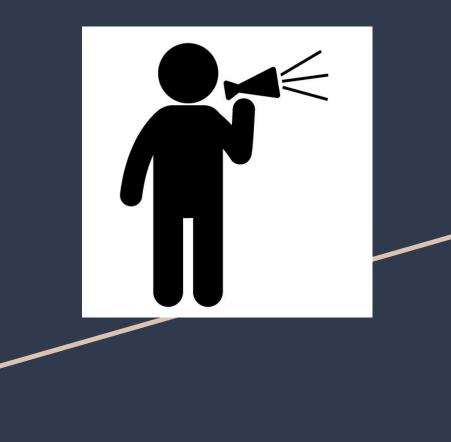
UNDERUTILIZING THE EXPERT

Health Mentors Symposium Group #3

Hannah (Speech-Language Pathology) Kate (Occupational Therapy) Aliya (Health Mentor)



Utilizing the client as the expert of their own experiences amplifies their voice.



team

communication rapport

advocacy

rapp

engage

making space

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Aliya – person centered

Why patient/client-centered care is important?

- Client is more than their illness listen to their needs
- Systemic issues of HCP not having enough time staff shortage -> listen -> decreased visits
- Client as a valuable member of team to solve/manage health issues
- Communicating in a way that is understood



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Hannah – rapport

Why is rapport so important?

- Improves chances for successful outcomes
- Develops mutual trust and respect
- Fosters an environment where the clinician and client feel safe together





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Kate – making space through active listening

Why active listening is important:

- client sharing as the expert on their own experiences
- Comfortability feeling heard
- client questions
- Rapport

Discussion:

Think of a time you weren't being listened to and how did you feel?

Discussion:

What could be the impacts of not listening to the client as the expert of their own experience?