

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.

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

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



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?