

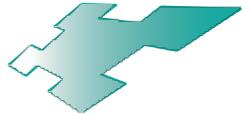


W E L C O M E

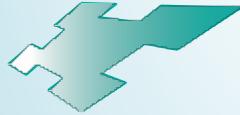
CLIENT CENTERED HEALTHCARE

Day 1

**Everard van Kemenade
Quality and Leadership Trainer**



Client centered care
is for everyone, everytime,
everywhere;
it's about client empowerment,
client satisfaction,
client delight even;
about happy clients and happy
staff;
but also... about coping
and purpose.



Everyone of you
can make a difference
in a client's life....

Program

Day 1

1.1. Introduction

Who are we?

Our mindset on change

The program of the three days

Who are we?



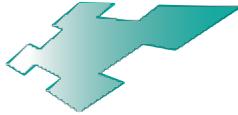
YOU!!

Your name

Your role

Your idea on client centeredness?

(Your 1 minute presentation on day 3)



Our Ambassador

- Role?
 - Moving forward the client centeredness of WYCCF, specifically their department?
 - Stimulating staff?
 - Motivating management?
 - Training staff in the future on CCC?



Who is Everard?

**Everard van Kemenade
HEd Quality Expert and
Leadership Trainer**



ME

1953 born





1968-1975 hippie

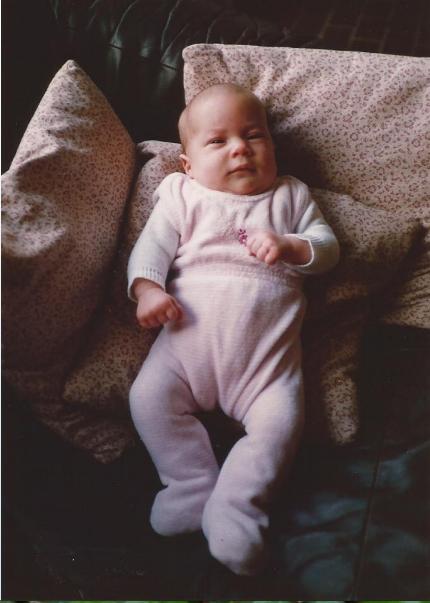


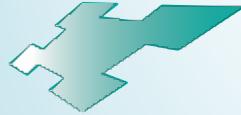


1972 in love
and
1978 married



1981 Onno
and 1983 Nina
born





Mim, Lou en Juna





1980 first Quality management assignment: Van Kemenade ACT (audit, coaching and training)



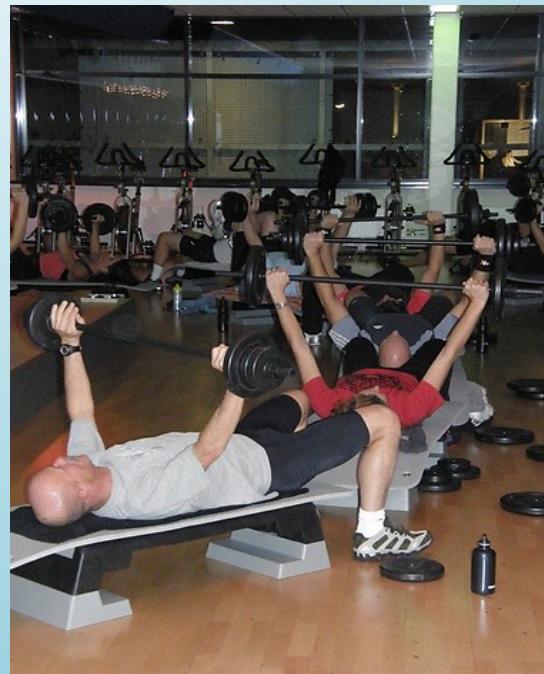


2004 first
assignment
abroad
(Quality in a
university, Viet
Nam)





2008 first visit to fitness centre



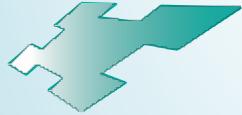
2009 PhD.





2011 First visit to Africa

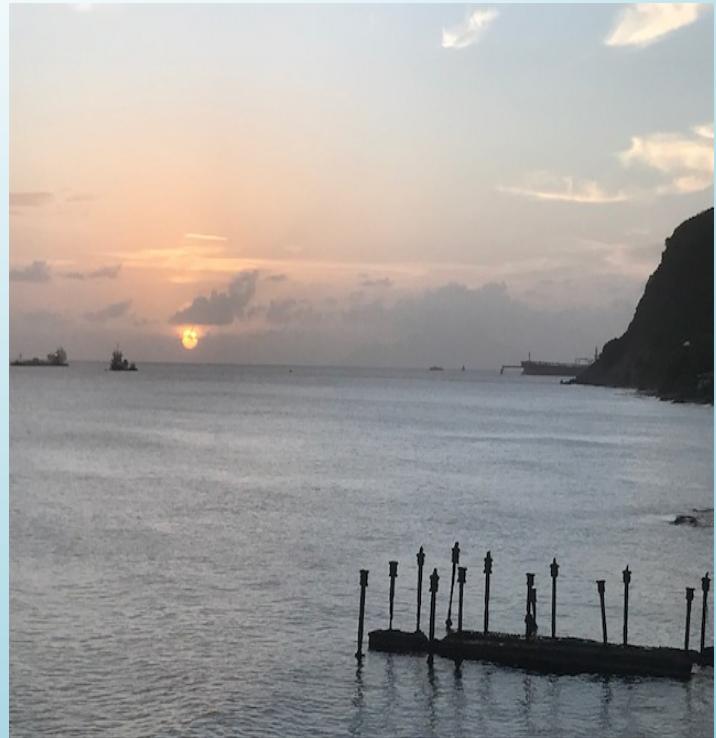




visit to Caribbean



2015



2017



SYNERGY

My purpose is

to contribute to the continuous improvement of healthcare in the Caribbean by doing audits, coaching, training leaders and staff and by bringing people together.



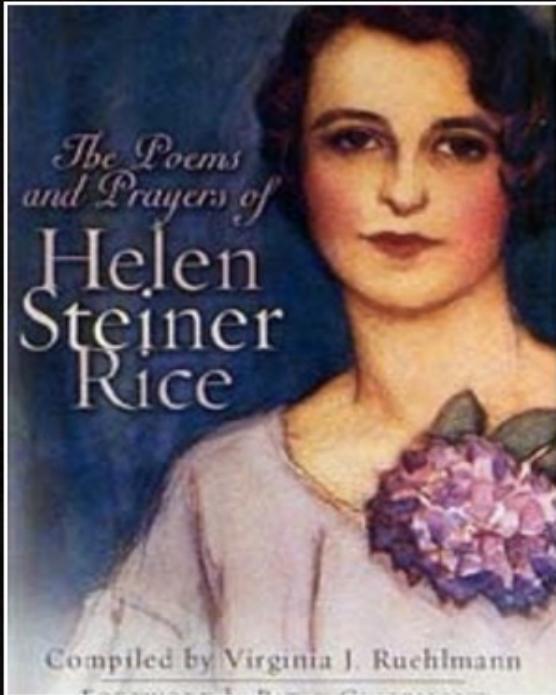


OUR MINDSET in this training

1. Everyone controls his own mind, so his results.

We have a free choice to create the kind of experience we want – a painful or a pleasant one.

We may not be able to control external events but we are capable of controlling our reactions and response to those events.



You cannot change reality, but you can control the manner in which you look at things. Your attitude is under your own control. Weed out the negative and focus on the positive!

— *Helen Steiner Rice* —

AZ QUOTES

2. Respect for the other person's model of the world.



We are all unique and experience the world in different ways. Everyone is individual and has their own special way of being. Respect also means that what happens here, stays here.



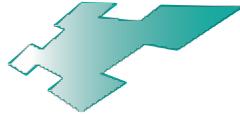
3. ACT

The Serenity Prayer

*God grant me the serenity
to accept the things I cannot change,
courage to change the things I can,
and wisdom to know the difference.*

--Reinhold Niebuhr

What? Individual	By whom?	With whom?	When?	How?	Evidence of success
1.					
2.					



Three day program:CCC

Day 1:

1.1. Introduction

1.2. CCC

1.3. The client delight: Fish and mangos

1.4. Assignment for tomorrow

Day 2: Life Story and happiness

Day 3: High-heeled shoes, coping and passion,
purpose, power



1.2. What is Client Centered Care?

Customer Centered Care

Patient Centered Care

Person Centered Care

Client Centered Care

CLIENT DELIGHT, HAPPY CLIENTS

Your concerns regarding CCC?



Concerns towards CCH

- Providing client-centered care is **too costly**
- Being client-centered is **too time consuming**. Staff is stretched thin as it is.
- Client-centered care is '**nice**' but not **important**
- Providing client-centered care is **only the job of nurses**
- To provide client-centered care, we will have to **increase our staffing ratio**
- Client-centered care can only be truly effective in a **small, independent** hospital
- We may think client-centered care is an effective model for care delivery, but there is **no evidence** to prove it
- Many client-centered practices **compromise infection control efforts**, and therefore, cannot be implemented
- The first step to becoming a client-centered hospital is **renovation or construction**
- We have already received a number of **quality awards**, so we must be client-centered
- Our clients are **not complaining**, so we must be meeting all their needs





Why CCC?

Health is....



WHO

- World Health Organization (WHO), defined Health as being “a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity” in 1948.
- “Holistic”



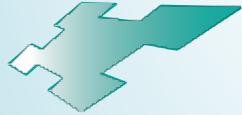
2022? The Ability

“ Health is the ability to adapt and to self manage” (Huber).

“Health can be defined negatively, as the absence of disease, functionally, as the **ability to cope with everyday activities**, or positively, as fitness or well-being” (Blaxter, 2004).



Client centered healthcare
does not mean absence of
disease, but teaching people
to adapt, to cope and self
manage



CCH is about

- Client participation/ empowerment
 - Self cooking....., shared decision making
- Client responsibility
- Client in the centre
 - Client satisfaction and even delight

Giving the client options



Meeting the doctor? 3 good questions

1. What are my possibilities?
2. What are the advantages and disadvantages of these possibilities?
3. What does that mean in my situation?



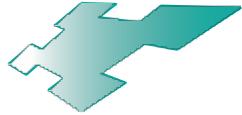


Examples

Resuscitation refusal

Terminal patient and continuous treatment





So far: Flip chart

WHAT CAN YOU DO???

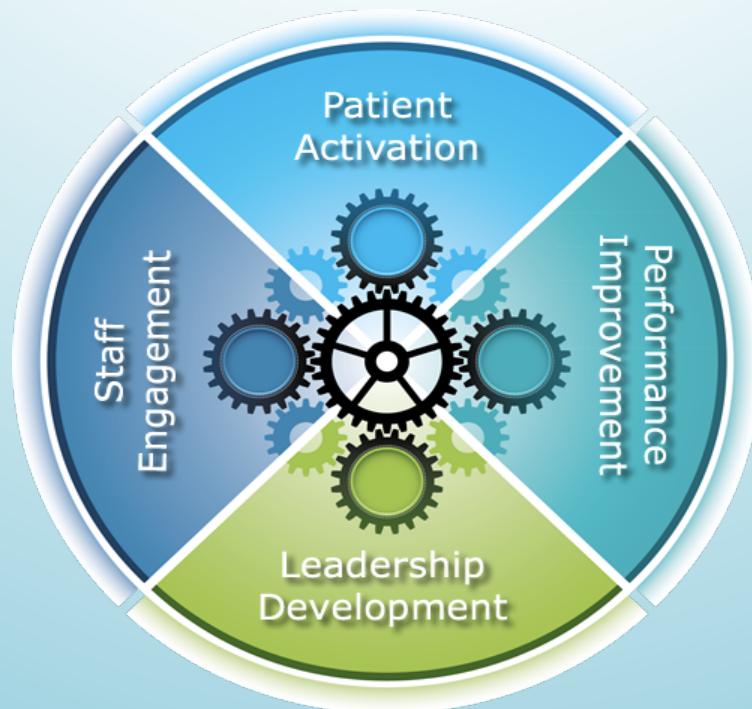


How to do CCC ?





Planetree approach





Patient activation

In order to activate patients to participate in their care we first need to give them access (to family, resources, information) and then actively include them in their care process.

Cfr. Patient Empowerment



Staff engagement

In order to be patient centered, we first need to be **staff centered**. Our staff engagement offerings restore purpose and then bridge the gap between intentions and outcomes. We help caregivers reconnect with each other to create a supportive interdisciplinary environment with a unified goal: exceptional patient centered care.

Cfr. Commitment



Performance improvement

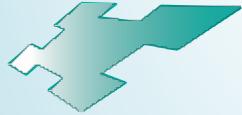
Now more than ever before, healthcare organizations are being asked to meet measurably **higher quality standards**, increase service efficiency, and create optimal patient experiences all with significantly reduced capital and environmental resources.



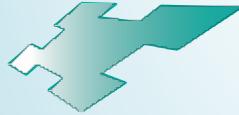
Leadership development

Every effective patient centered organization has an **engaged and effective leadership team**.

By redefining goals, developing new structures, and aligning efforts with existing priorities, we help create a framework for success. Furthermore, we aid leaders to develop and sustain behaviors that lead to ongoing patient centered success



PRACTICAL APPROACHES TO BUILD A CLIENT CENTERED CULTURE



I SETTING THE STAGE

1. Leadership
2. Strategy
3. Everyone, Everywhere, Everytime
Engagement

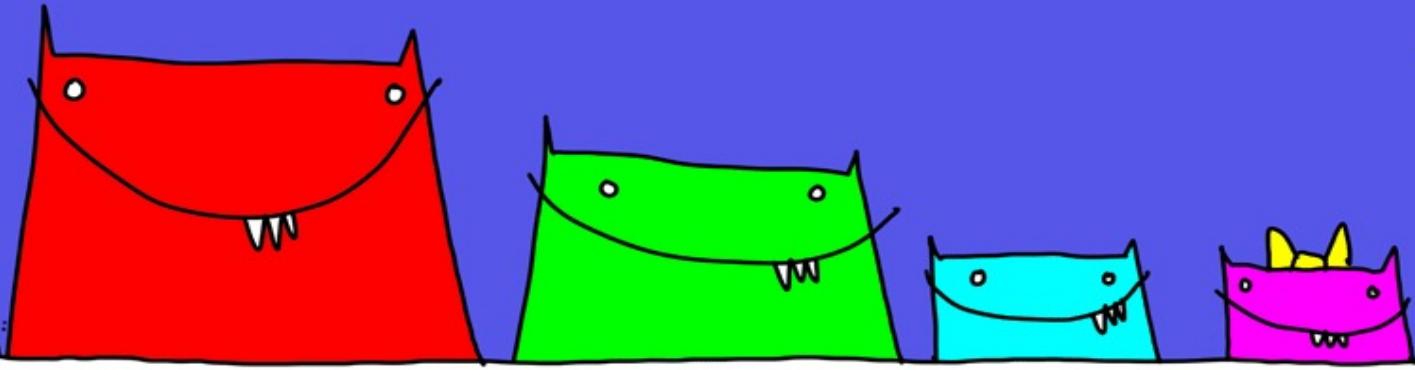


II APPROACH

1. Communication with pt/families
2. Personalization of care
3. Continuity of care
4. Family involvement



FAMILY-CENTERED CARE.





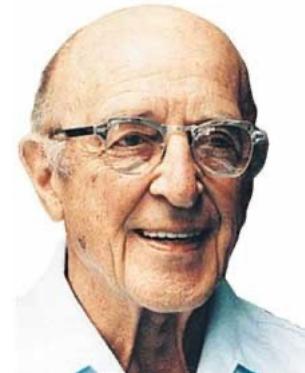
II APPROACH

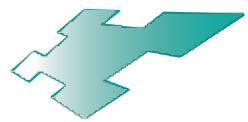
5. Environment of care
6. Spirituality
7. Integrative medicine
8. Caring for the community
- 9. Caring for the caregiver**
10. Data and technology



“It is the client who knows what hurts, what directions to go, what problems are crucial, what experiences have been deeply buried. It began to occur to me that unless I had a need to demonstrate my own cleverness and learning, I would do better to rely upon the client for the direction of movement in the process.” – Carl Rogers

“In my early professional years I was asking the question: How can I treat, or cure, or change this person? Now I would phrase the question in this way: How can I provide a relationship which this person may use for his own personal growth?” – Carl Rogers





Get up, stand up



- 1. Fill in PCH questionnaire**

- 2. Choose three priorities,
at least one under your command**

- 3. Put in ‘smart’ action plan**

What? Team	By whom?	With whom?	When?	How?	Evidence of success
1.					

What? Individual	By whom?	With whom?	When?	How?	Evidence of success
1.					
2.					

What? CCC Organisation	By whom?	With whom?	When?	How?	Evidence of success
1. Communication of CCC commitment	MT				Marketing of CCC done
2. Addressing staff stress-reduction and wellness needs.	MT	▪ HR			Questionnaire?
3. Space is available for the staff to decompress.	MT	FM			Space available
4. Clarity what staff can expect in a client-centered environment is clearly stated.	MT	All			CCC document shared
5.					

What? CCC DN	By whom?	With whom?	When?	How?	Evidence of success
1. Discuss what to do as a team with continuously disrespectful patients?	All staff				
2. Going the extra mile (result brainstorm)	All staff			▪What does this mean? What delights our clients?	
3. Clients are able to make requests for procedures to accommodate their personal schedule and routine.	All staff				Satisfaction of clients measured and increased
4. Inform clients of possible changes due to emergencies	All staff				Amount of complaints down

What? CCC St MHome	By whom?	With whom?	When?	How?	Evidence of success
1. Make family know what we mean with CCC.	StMH management	All staff			Questionnaire?
2. Separate clients to their abilities (Results brainstorm)	All staff				
3. Staff takes the responsibility to voice their ideas and suggestions for improvement.	All staff				Increase of improvement suggestions
4. Making clients feel comfortable	All staff				Questionnaire?

What? CCC ST Basilia C	By whom?	With whom?	When?	How?	Evidence of success
1. Individual schedules (Results brainstorm).	All staff together	Manager SbC			Individual schedules for all clients
2. Adjust working hours	Manager SbC	▪ All staff			
3. Group clients with similar interests	?				
4. Open on Saturday	?				
5. Clients and families are encouraged to ask questions when not present.	All staff				



Conclusions

We have an idea about what PCH can be.

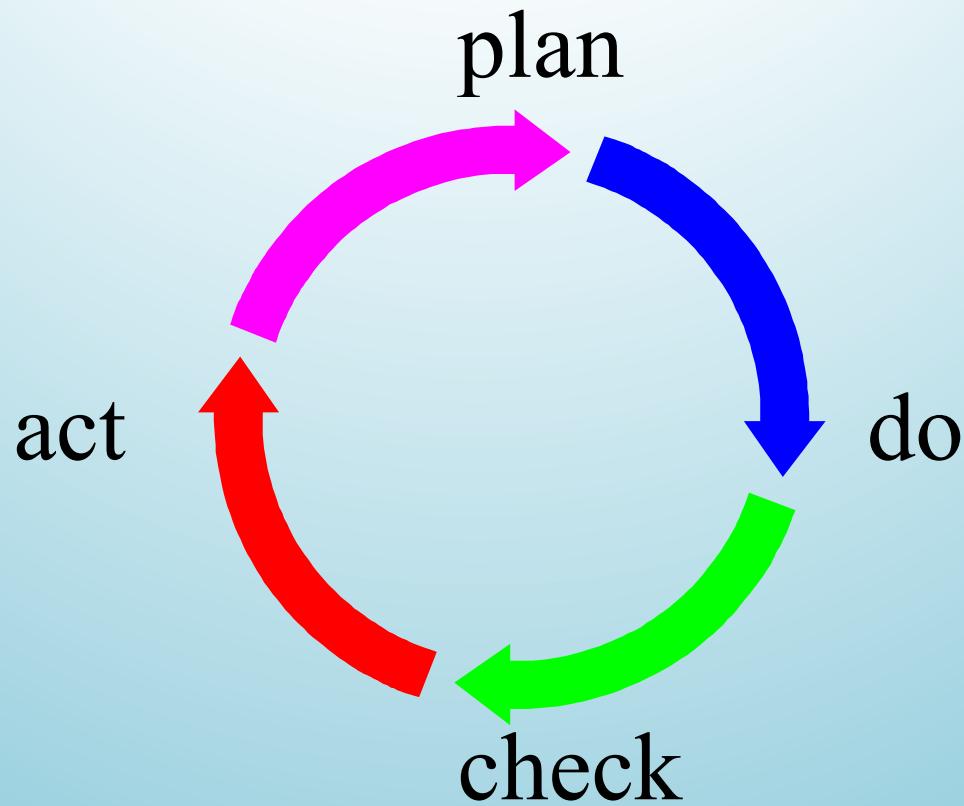
We still have work to do.

- individually
- as a team
- on organisational level





Action Plan





References

Frampton S. et al. (2008) *The Patient-Centered Improvement Guide*, PlaneTree, Camden , ME

Guba and Lincoln (1989) Fourth Generation Evaluation

Warfield, C. And Manley,K. (1990), Developing a new philosophy in the NDU, *Nursing Standard*, vol 4. No 412 pp. 27-30



lunch



COCONUT



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