

FACT SHEET
Growing Beyond Client-Centred Care to Client-Driven Care

Pt-Centred Care/Communication

Empowering Partnering/CDC

Objective concrete approach
Traditional medical care context
Cognitive: thinking and communicating
Communication skill
Methods
Expert model of helping
Doing to/for as the professional expert
Having roles as professional & client
Focus on Content & What to Do
Linear execution
Professional directs
I & Other Involved

Negotiated decisions
Professional responsible & accountable
for process & outcomes

Subjective attitudinal stance
Broader “health” context
Affective: feeling and relating
Relationship-building art
Global Approach/Principles
Enabling model of helping
Being/doing with as a care partner
Being partners in care
Focus on Process & How to Be
Dynamic Evolution
Client & provider create & evolve
I-Thou Involved (Martin Buber)
(working at the hyphen)
Co-created strategies
Professional & Client share
responsibility & accountability
for process & outcomes

Advantages of progressing beyond client-centred care to client-driven care:

- 1. Significant Client Outcomes consistent with current societal expectations, client satisfaction & global pursuit of chronic disease management directions: independence, quality of life, and perceived ability to manage their own health (self-efficacy) (McWilliam et al. 1997; McWilliam et al, 1999)**
- 2. Potential for enhanced provider job satisfaction, which significantly impacts retention in the work force (McWilliam et al., 2004; Ellenbecker et al., 2008)**
- 3. System conservation of scarce resources (McWilliam et al., 1999; McWilliam et al., 2007)**