

1.1 Patient or Client-Centred Service

Standard

A **registrant** of RCASLPNB provides **inclusive**, safe and ethical **professional services** using a **patient or client-centred approach**.

Indicators

To demonstrate this standard, the registrant will:

- Engage patients or clients in decision-making and incorporate their needs and goals into the service plan. This includes **collaboration** with patients or clients in a manner which considers and respects how their individual values, culture, language, and context may impact service provision.
- Utilize a variety of communication strategies to facilitate, and make efforts to confirm, the patients' or clients' understanding of professional services, as necessary.
- Obtain patients' or clients' **informed consent** to proposed **assessment** and intervention plans, recognizing the right to refuse all, or part of the service, or withdraw consent at any time.
- Monitor patients' or clients' responses to assessment and intervention procedures and address, in a **timely** manner, any issues or concerns which may impact the well-being of patients or clients.
- Treat all patients or clients with compassion, dignity, sensitivity and respect. Make efforts to avoid actions that diminish, demean, or disempower the patient or client, or **care partners**.
- Inform patients or clients of known publicly funded services and products that can meet their needs.

Expected Outcome

Patients and clients can expect their values, culture, language, identity, and individual priorities will be recognized, respected, and integrated into the safe, ethical and professional care they receive.

Assessment means the formal and/or informal analysis of communication and related disorders to determine the nature, quality, and severity of a delay or disorder and to inform the development of the patient's or client's care/management plan.

Care partner refers to an individual who supports someone with a health condition, disability, or other need, often as a member of the care team. They provide physical, emotional, and cognitive support, and are considered vital members of the caregiving process. Care partners can be family members, friends, or other significant individuals in the person's life.

Collaborate/collaboration means working together so that health care providers can improve the quality and safety of services while still focusing on the patients' or clients' needs.

Inclusion/inclusive care involves creating an environment in which all people feel valued and respected, and where equal access to opportunities and resources are provided to people who might otherwise be excluded or marginalized.

Informed consent means that a patient or client agrees to a service after understanding its' purpose, benefits, risks, and available alternatives. Informed consent must be obtained when required by relevant provincial legislation and can be withdrawn by the patient or client at any time.

Patient or client-centered approach/services refer to a partnership between service providers and the patient or client where the patient or client retains control over their care and is provided access to the knowledge and skills of team members to arrive at a realistic team shared plan of care and access to the resources to achieve the plan.

Professional services refer to any service that falls within the practice of a regulated profession; for the professions of audiology and speech-language pathology, these are as outlined in the *Audiology and Speech-Language Pathology Act*.

Registrant means an audiologist or a speech-language pathologist and any person whose name is entered in the temporary register or in any of the rosters established and maintained under the *Audiology and Speech-Language Pathology Act*, the bylaws and rules.

Timely means that something is done promptly or without unnecessary delay.