



Texas Association for
Home Care & Hospice
Leading ★ Advancing ★ Advocating

57th Annual Meeting
Wednesday, September 2, 2026
Crockett AB Room
1:30pm-2:30pm

2c. Turning Everyday Interactions into Better Outcomes through Patient Centered Care

Presented by:

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Thank you to our Partners:



Turning Everyday Interactions into Better Outcomes through Patient Centered Care

TAHC&H Annual Conference
September 2026
Slusher Consulting, www.slusherconsulting.com



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Today's Objectives

By the end of this presentation, you will be able to:

1. Name the factors most important to clients when asked about their care experience.
2. Identify the four dimensions of the illness experience.
3. Understand the impact of finding common ground when working with clients.
4. Identify the 5 positive client outcomes correlated with client centered care.

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What is Client Centered Care?

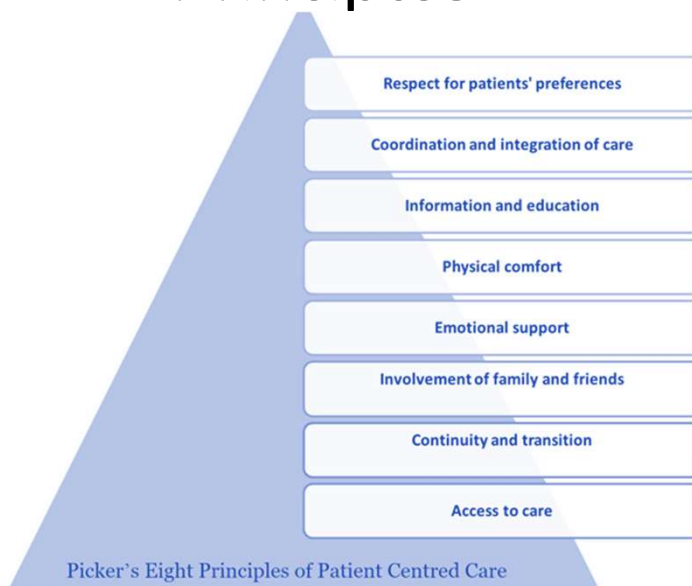
Client Centered Care is a model of care that respects the client's experience, values, needs and preferences in the planning, coordination and delivery of care.

The originators of patient-centered and client-centered health care were well aware of the moral implications of their work, which was *based on deep respect for clients as unique living beings, and the obligation to care for them on their terms.*

Thus, clients are known as persons in context of their own social worlds, listened to, informed, respected, and involved in their care—and their wishes are honored (but not mindlessly enacted) during their health care journey.

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Client Centered Care Principles



Let's focus on what it takes to make sure our clients feel involved, supported, and educated.



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What's Most Important to Clients?

“I’ve learned that people will forget what you did, or what you said, but they will always remember how you made them feel. “

– Maya Angelou



It's NOT the technical aspects of health care – they're first to say, “I'm not a doctor”.
It's the softer side of health care they care about.

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Clients Want Their Health Care Team to be Responsive

Client's #1 request of their health care provider is to listen to them.

Complaints are a _____.

- * NO ONE is more engaged than the person who is complaining. They took the time to call and the energy to get upset. We should always be listening to the complainers.

Communication, Communication, COMMUNICATION!

- *What makes you a good communicator?
- *Do you listen? With what intent?
- *Do you ask clarifying questions?

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Clients Want to Know You Understand Their Concerns

- Do you understand their level of pain and how it disrupts their daily life?
- Have you educated yourself (lately) about their condition/disease process?
- Are you aware of their social situation?
- Do they feel like a burden on their family?
- Do they have family or friends to help them at home?

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What we see in the clinical setting is a non-compliant client...



What's really going on?

On a fixed income and can't afford their medications.

Can't drive anymore.

Doesn't feel safe in their own home

Has no local family, friends are all sick too

Lifetime of unaddressed mental illness

Food insecurity

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01.

The Client's feelings
about being ill

Fear – Anger – Confusion
– Grief – Hopelessness –
Hopefulness

02.

The Client's ideas about
what's wrong with
them

Do they understand what
the illness is & how it works
in their body?

03.

The impact of the
problem on their daily
functioning and family

What have they lost? How
has their life changed?

04.

The Client's expectation
of what should be done

Will I get a prescription, a
cure, a lifestyle change,
education, a miracle?

**It's Our Job to
Explore the 4
Dimensions of the
Illness Experience
(Don't assume you
know):**

***Having a clear picture from the Client's perspective will allow us
to meet their needs more fully and manage their expectations.***

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Clients want

to Fully Comprehend Their Education

- Are instructions and information being given to them in a verbal/written language they completely understand?
- When given an explanation of services, are they able to then describe to their families what will be happening on your services?
- Do they actually KNOW how to file a complaint, who to call with questions?

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Clients Want to Feel Better

- **Clients will have an overall opinion of their health care based on whether they got better or not. When it's all said and done – Did it work??**
- **When you're sick, what do you want?**
 - **To be at home in your bed.**
 - **To know that the problem is being fixed – even if it's just alleviating the symptoms.**
 - **To know you can count on the people in charge.**



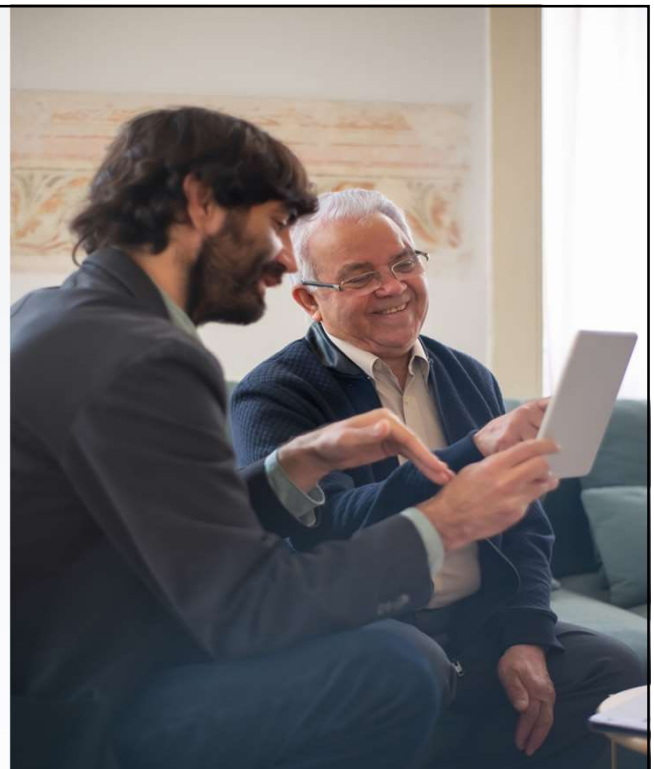
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Finding Common Ground

Clients Want:

- To be heard
- To be respected
- To feel validated
- To be involved in their care

Active and attentive listening with intent to understand, not to respond, is the most basic and easiest technique to achieve common ground.



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Empowerment Through Involvement

Customer Service Hierarchy of Needs

You have the most control over social bonds by simply being kind, friendly and understanding.

Structural Bonds

Social Bonds

Financial

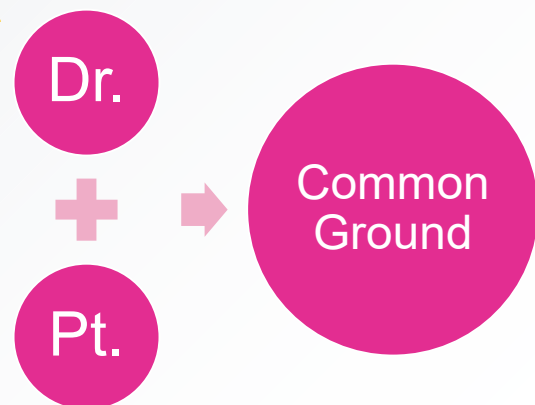
Studies have shown that customers (internal and external) respond better when they're involved in making the decisions that affect them.

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Who Knows Best, Client or Doctor?

Client knows what they've already tried:

- Client knows what has/hasn't worked so far
- Client knows their own "normal"
- Doctor has education
- Doctor has experience with other clients



Bringing the clinician's educated knowledge together with the client's knowledge of self creates a Win-Win!

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Positive Outcomes Identified

Clients' perception is what matters – did we meet their most important needs?
 Were they heard? ~ Did we UNDERSTAND their concerns?
 Did they comprehend their education? ~ Do they FEEL safe and comfortable?



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Positive Outcomes Identified

• What positive things do we see when we succeed?

- Clients stay home and on services for longer
- Reduced hospital readmissions
- Clients have the ability to manage their health concerns because they will have a clearer understanding of their illness, their role in their own treatment/healing
- Their concerns about their safety and wellbeing are alleviated, reduced anxiety, improved mental health
- When they perceive their care is client centered, their levels of discomfort/pain are lowered, they feel physically better – that's what we all want!

} Lowered Co\$t to Healthcare System



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Take clients' recommendations and act on them – the littlest thing to you could be monumental to your clients.

What Can You Do?

- **Ask deeper questions, find out the specifics.**
 - It can be little things: discovering their preferences about culture, customs, rituals, sensitivities, best times of day.
 - Helps cultivate trust between the agency and client
- **Client satisfaction surveys**
 - Ask about all aspects of care (intake, scheduling, billing, customer service, caregiver skills and attentiveness, overall benefit of service)
- **Share the data across the organization – get direct staff involved with problem solving (QAPI)**
 - Do you take credit for the improvements you make?

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Thank you!

References

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Thank you!

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