



Meaningful Engagement

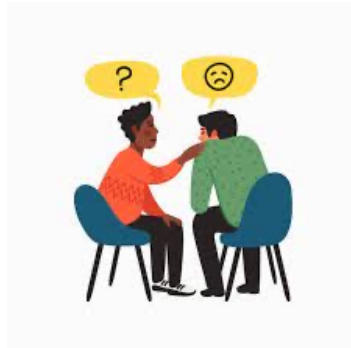
Connecting with residents and their families

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Why is meaningful engagement so important?

- ▶ Aged care is often very similar to early childhood care in many respects.
- ▶ Transition at any stage of life can be stressful and present a range of difficulties. It can also lead to a range of mental health problems.
- ▶ As a health professional or carer you become a significant other in the client's and maybe even their family's lives.
- ▶ The Working Alliance.
 - ▶ Defined as the “collaborative and affective bond between the therapist and patient”. [1]
 - ▶ Biggest predictor of client outcomes.
 - ▶ Choice of therapy or techniques administered equates to about 15% of treatment success. [2]



The Working Alliance

- ▶ Three components to the Working Alliance [3]:
 - ▶ Tasks (Shared decision-making on interventions)
 - ▶ Goals (Collaborative goal setting)
 - ▶ Bond (Therapeutic Relationship)



Practical tip: Shared Decision Making

- ▶ Aims to increase agency by providing information and supporting the decision making process.
- ▶ Often leads to more active participation from clients.
- ▶ Model presented Elwyn et al [4] with a 3 step process:
 - ▶ 1. Choice talk
 - ▶ 2. Option talk
 - ▶ 3. Decision talk

Choice talk

- Step back
- Offer choice
- Justify choice - preferences matter
- Check reaction
- Defer closure

Option talk

- Check knowledge
- List options
- Describe options – explore preferences
- Harms and benefits
- Provide patient decision support
- Summarize

Decision talk

- Focus on preferences
- Elicit preferences
- Move to a decision
- Offer review

Practical tip: Goal Setting

- ▶ Collaborative goal setting and agreement on goals increases likelihood of adherence to those goals.
- ▶ Identifying and setting the right goals allows for success and in turn will lead to sustaining or improving a working alliance.
- ▶ SMART goals should be the target!



Practical tips: Bond/Therapeutic Relationship


- ▶ Carl Rogers - Rogerian Therapy or Person-Centred Therapy [5]
 - ▶ Building strong relationships with clients comes down to three things
 - ▶ Empathy
 - ▶ Unconditional positive regard
 - ▶ Congruence
- ▶ Essential communication skills (Helping dialogue) [6]
 - ▶ Tuning in
 - ▶ Active listening
 - ▶ Responding with empathy/validating
 - ▶ Checking understanding
 - ▶ Probing
 - ▶ Summarising
 - ▶ Challenging
 - ▶ Negotiating




In summary

- ▶ Building rapport and trust in the early stages of engagement vital!
- ▶ Listening (really listening) to the client essential.
- ▶ Clients and families are more likely to be responsive if they have a strong working relationship with the professional.

Adoption of an empathetic, non-judgemental and genuine approach early on in the establishment of a relationship

Means 

The relationship is built on trust and respect

Leads to 

Client/family feels safe, valued and heard

BE CURIOUS!

References

- ▶ [1] Martin DJ, Garske JP, Davis MK. Relation of the therapeutic alliance with outcome and other variables: a meta-analytic review. *J Consult Clin Psychol*. (2000) 68:438–50.
- ▶ [2] Hubble, M. A., Duncan, B. L., & Miller, S. D. (Eds.). (1999). *The heart and soul of change: What works in therapy*. American Psychological Association.
- ▶ [3] Bordin, E. S. (1979). The generalizability of the psychoanalytic concept of the working alliance. *Psychotherapy: Theory, Research & Practice*, 16(3), 252–260.
- ▶ [4] Elwyn G, Frosch D, Thomson R, Joseph-Williams N, Lloyd A, Kinnersley P, Cording E, Tomson D, Dodd C, Rollnick S, Edwards A. Shared decision making: a model for clinical practice. *Journal of general internal medicine*. 2012 Oct 1;27(10):1361-7
- ▶ [5] Rogers, C.R. (1951). *Client-centered therapy*. Houghton Mifflin.
- ▶ [6] Egan, G. (2010), *The skilled helper: A problem-management and opportunity-development approach to helping* (9th ed.). Cengage Learning EMEA.