



The client experience:

Improving connections between clients and community staff when implementing an Enhancing Independence model of service

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Background to ECH

- Not for profit provider
- Independent living, residential and community services in Adelaide
- Refocus on independence for our clients

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Traditional service delivery

- Scant client assessments
- Deficits based
- Menu driven services
- To do *for* clients

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The Enhancing Independence approach

- Comprehensive client assessment
- Intensive restorative period
- Allied Health involvement
- Strengths based

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Building relationships

- Facilitating goal discussion
- Motivational Interviewing
- Client self rated questions

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Goals

- Goals don't have to be mobility/functionality based
- Allows more creativity
- Examples of goals:
 - Helicopter ride
 - Boating
 - Riding in a sidecar
 - Cruise



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Motivation is key



- Goals important to the client are likely to be more successful
- Staff need to support clients to not accept the status quo
- Clients want to be able to do this!


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Enhancing Independence client video



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Outcomes



- 93% of ECH community package clients have been 'exposed' to EI
- 18% have achieved a long term goal
- Potential clients have requested ECH services
- The rewards begin to outweigh the pain of implementation!

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Thank you



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