



FACILITATING CLIENT CENTRED LEARNING: **Health Education Fact Sheet for Health-Care Providers**

What is client centred learning?

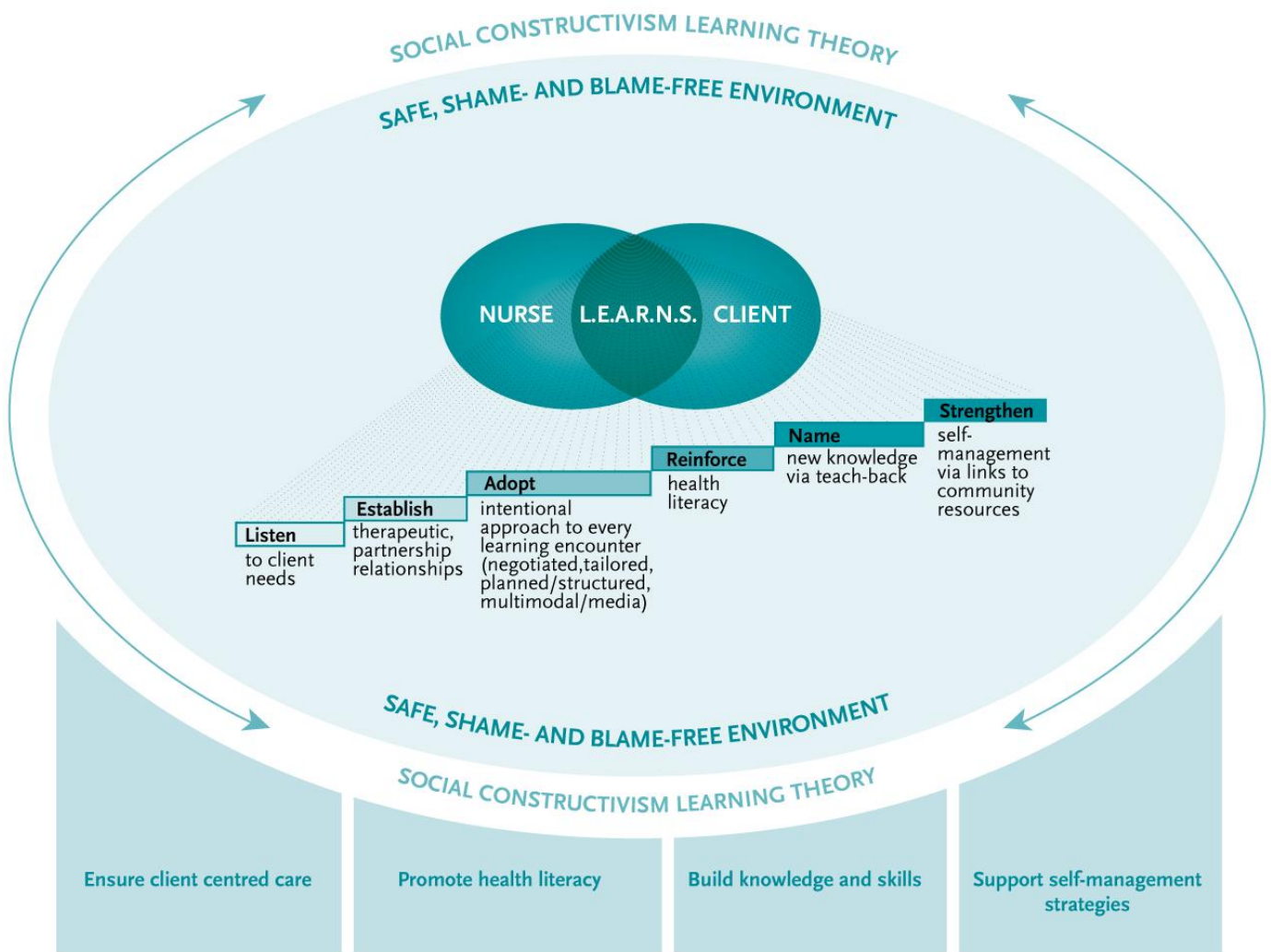
- An interactive, holistic and social process that guides health-care providers to:
 - ❖ Support clients to become active, responsible partners in their health care;
 - ❖ Identify previous knowledge/understanding and link to new learning;
 - ❖ Plan intentional learning sessions; and
 - ❖ Assess and document client learning.

How can I facilitate client centred learning?

- Collaborate with your client to assess learning needs and preferences.
- Use a universal precautions approach for health literacy:
 - ❖ Create a safe, shame- and blame-free environment;
 - ❖ Slow down when speaking;
 - ❖ Use plain language, illustrations and avoid jargon;
 - ❖ Limit to 3 main concepts in a learning session; and
 - ❖ Use the teach back method to assess client understanding.
- Tailor your health messages to match the unique needs of the client.
- Use a variety of strategies to promote effective learning:
 - ❖ Printed material,
 - ❖ Telephone,
 - ❖ Audio (tapes) and video (DVD's), and
 - ❖ Computer based technology and multimedia presentations.
- Communicate client learning with the client and the interprofessional team.
- Document client learning.

What questions and comments can I use to assess client centred learning?

- What questions do you have now that we have had a chance to talk about your health?
- What are you going to do to look after yourself at home?
- What are you going to watch out for?
- When are you going to call back for advice?



L.E.A.R.N.S. Model

Developed by the Expert Panel for the Best Practice Guideline *“Facilitating Client Centred Learning”*.

L.E.A.R.N.S. (Listen, Establish, Adopt, Reinforce, Name and Strengthen) is the acronym for the interactions that take place where the client and nurse circles intersect. By listening to the client’s needs, the health-care provider is able to understand the client’s perspective, see the client as a whole and begin to build a partnership relationship that is therapeutic and respectful of autonomy, voice and self-determination. For more information, please refer to RNAO’s best practice guideline *“Facilitating Client Centred Learning”*.