

## Research description

# The relationship between the client and the health care professional

**People who are communication vulnerable - A quality instrument that provides insight into the relationship between the client and the health care professional**

### Introduction

The relationship between the client and the professional is essential for people using health care services. This relationship includes emotional components (respect, empathy), as well as cognitive components (understanding information, education). For people who are communication vulnerable the quality of the client-professional encounter is even more important. However, few methods are available that support people who are communication vulnerable to share their experiences regarding the relationship between them and their professionals.

### Aim

The aim of this project is to develop a quality instrument that provides insight into the experienced quality of the relationship between people who are communication vulnerable and professionals.

### Target group

People who are communication vulnerable, defined as people who, due to a disease or medical condition, have difficulty expressing themselves and/or understanding information in particular environments or situations. Their communication difficulties can be mild to severe, and can be due to their sensory, emotional, physical, or cognitive (dis)abilities (people with dementia, mental disabilities, acquired brain impairments or neurological diseases); health care professionals

## Research Centre for Autonomy and Participation of Persons with a Chronic Illness

This centre of research aims to contribute to helping persons with a chronic illness or frail elderly people to make their own choices and to live a satisfying life. The core of the research is that professionals learn to deal with the increasing autonomy of patients or clients. Clients are increasingly partner and co-decision maker in health care and increasingly want control over what happens to them, especially when it concerns long term care.



Zuyd  
Research

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## Period

February 2016 - December 2017

## Grant

ZonMw-subsidie (Programme: Quality of care)



## Researchers

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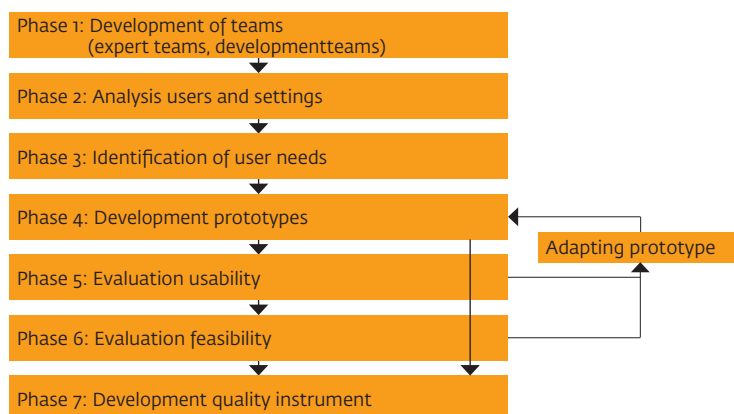
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## Methods

A user-centred design (UCD) is applied. A UCD is characterized by an iterative process in which users (people who are communication vulnerable) play an active role. They collaborate with the research team to develop the quality instrument. The project consists of seven phases: 1) Development of different teams, 2) Analysis of users and settings, 3) Identification of user needs, 4) Development of prototypes, 5) Evaluation of usability, 6) Evaluation of feasibility, 7) Development of the quality instrument. Throughout the project different prototypes will be evaluated with regard to usability and feasibility (see scheme 1: Phases of the project).



Scheme 1: Phases of the project

	1	2	3	4	5	6	7
	development of teams	analysis users and settings	identification users' needs	development prototypes	evaluation usability	evaluation feasibility	implementation quality instrument
Citizen power (client decides and researcher supports)							
Partnership (client participates and decides)	■	■	■	■	■	■	■
Advising (client gives advice and researcher decides)			■	■	■	■	■
Consulting (client knows and helps thinking)		■			■	■	

Scheme 2: Client participation within the project phases

■ Clients participating in the development team  
■ Clients participating in the expert team  
■ Clients participating as research participants

After having developed the final version of the quality instruments, requirements for the implementation will be further researched in different care settings.

## Overview client participation

Client participation takes place on different levels and using different methods. Scheme 2 shows the client participation throughout the project. Clients take part in a developmental team, in an expert team and as research participants.

## Cooperation partners

