

The Voice That Matters

The Patient Voice: Implications for Healthcare, Education and Practice
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The ability to see and hear the simple solution, which is often the first step to larger change, is truly an art.

Webster, Vaughn, Martinez



The Tidal Model

- ◆ The Tidal Model emphasizes more the virtues of care – establishing the conditions that will be necessary for the promotion of growth and development. (change)
- ◆ Refocuses attention on the **person**, the **person's experience** of distress and the **person's appreciation** of what needs to be done to address the immediate problems of living.



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***People are no more, and no less, than
the complex story of their lived
experience.***

~ Phil Barker ~



Tidal Model – Guiding Principles

These interrelated principles guide clinicians in their therapeutic relationships with the persons who come to us for care.

1. The Virtue of Curiosity
2. The Power of Resourcefulness
3. The Value of Respecting the person's wishes
4. Paradox: Viewing Crisis as Opportunity
5. Everyday Wisdom: Own the Goals
6. The Pursuit of Elegance

Tidal Model – Ten Commitments

- Value the voice
- Respect the language
- Develop genuine curiosity
- Become the apprentice
- Reveal personal wisdom
- Be transparent
- Use the available toolkit
- Craft the step beyond
- Give the gift of time
- Know that change is constant



Never give up. And most importantly, be true to yourself. Write from the heart, in your own voice, and about what you believe in.

Louise Brown



How do clinicians ENACT Tidal Model?

We truly believe that **THE VOICE THAT MATTERS** is the **PERSON'S** voice.

We work to advocate for our patients every day – bring their voice to the forefront of patient care.

- **The Tidal Model Information for Clinicians Brochure**
- **Your Story Brochure**
- **Goal Setting**
- **Patient care planning/conference**
- **Tidal Model pocket cards**

Your Story Brochure



Strengths exercise

Who is important to you?

Your wants and needs.

What do you believe you need right now in order to start to feel better?

What do you want the Nursing staff to do that you may find helpful?

You are the expert on what you are experiencing?

You have strengths that will support you on your road to recovery.

Your ideas are important to the mental health team.

Hospitalization is an opportunity to make a change in your life.

Goal setting is important to your recovery.

Information for Clinicians Brochure

- ◆ Reminds clinicians of our stance, our model and its' philosophies, commitments and guiding principles.
- ◆ Every staff has access to these ongoing
- ◆ Education re: Tidal Model ongoing
- ◆ Therapeutic questions examples – person focused
 - ◆ What can you do to help to resolve this problem?
 - ◆ Given what you have told me, what do you think this that says about you as a person?
 - ◆ Tell me about things that are important to you.
 - ◆ How will you or others know when it is getting a bit better?

Goal Setting

Specific **M**easurable **A**ttainable **R**elevant **T**ime-based

GOAL DESCRIPTION

I will know this goal has been attained when...

Steps I need to take toward this goal are...

What I need from staff to support me in reaching this
goal are...

The timeline for this goal is...

I am here in regards to meeting this goal...

1 2 3 4 5 6 7 8 9 10

Not at all

part way

done

Patient Care Planning/Conference

Nurses bring the **PERSON'S VOICE** to Patient Care planning/conference.

Patients are involved in Care Planning – focus on wellness and recovery.

The person's **SMART** goals are presented at multidisciplinary conference.

It is not the voice that commands the story;

it is the ear.

~Italo Calvino~



We want to thank all those persons who have trusted us with their stories, their lived experience with mental illness. We have learned so much from walking alongside them.

Tanya & Gail



Questions...

