

Standards of Practice



CLIENT-CENTRED CARE

STANDARD STATEMENT

The dental hygienist applies a **client-centred approach** in all aspects of dental hygiene care.

PERFORMANCE EXPECTATIONS

The dental hygienist must...

1. Act or advocate in the client's best interest.
2. Treat the client with compassion, dignity, sensitivity, and respect.
3. Recognize and appreciate the client's autonomy and uniqueness.
4. Develop a **care plan** in partnership with the client, with the client's interests, needs, goals, and values having priority. This includes involving the client in prioritizing and sequencing the care plan.
5. Support the client in making an informed choice when choosing between available options, respecting the client's right to refuse service or withdraw consent at any time.
6. Monitor the client's responses throughout service delivery, adjusting and modifying services or goals based on changing client needs, interim evaluation of outcomes, client discussions, and new information.
7. Use historical and current assessment information to determine and discuss actual versus expected oral health outcomes with the client.

CLIENT EXPECTATION

The client can expect that they will be treated respectfully and that their input will be sought, valued, acknowledged, and integrated into all aspects of dental hygiene care.

GLOSSARY

CLIENT-CENTRED APPROACH

Refers to person-, family- and community- centred approaches to care. This approach recognizes the partnership and sharing of power between the client and health care providers to improve clinical outcomes and satisfaction with care. This includes demonstrating attitudes and behaviours that are respectful of the whole person and their preferences. The term "community-centred approaches to care" relates to centralizing the community in all aspects. (RNAO 2015, FDHRC)

CARE PLAN

"Statement of goals, evidence-based interventions, and appointment schedule supporting the diagnosis" (Bowen & Pieren, 2020, p. 363)