

What is Client Centered Care?

The theory behind Client Centered Care is that individuals act to meet basic needs and that one need is a drive to be healthy. Therefore, a person will naturally move towards behavior that protects and nourishes his or her physical and emotional integrity, if barriers to that movement are removed. Barriers usually are anxiety, shame, stigma, guilt, fear of judgment, etc. For Service Providers, this approach starts with “where the client is at” and goes at the client’s pace, facilitating the client’s determination for what they needs and how best to achieve it.

Some difference between Client Centered Care and Provider Centered Care.

Client Centered Care	Provider Centered Care
Sees self as responsible TO	Sees self as responsible FOR
Open to change	Controls process and outcome
Collaborating with person/community	Protects and Rescues
Co-creates space	Creates space on assumptions or without questioning
Honor others feelings and needs	Project their feelings and needs onto others
Accountable	Feels liable and guilty
Self Aware	Self Involved
Sees people as having power, capable, and valid	Sees people as victims and helpless
Concerned with process	Concerned with solution
Concerned with impacts	Concerned with details
Concerned with other perspectives	Concerned with being right
Concerned with the issue	Concerned with their performance
Aware and Transparent	Guided by fear, works without transparency
Shares themselves	Assumes power
Fluid and Flexible	Has Expectations
Is comfortable in a state of being	Assumes a role
Makes new habits	Modifies old habits to fit situation
Recognizes and accounts for their privilege	Leaves privilege unrecognized, abuses privilege