

# HOW CAN PHYSIOS ENHANCE LIVES?

ACTING BEYOND THE BIOPSYCHOSOCIAL MODEL.

## REDUCE POWER DIFFERENCES

- Actively reduce power difference, do diversity training, self reflect.
- Use collaborative communication e.g. open questions, remain curious.
- Use inclusivity cues e.g. artwork, flags.
- Invite patient suggestions: during treatment, feedback boxes, during system changes.
- Avoid labelling people: language matters.
- Enhance the physical environment. Human touches show care.

## CHANGE SYSTEMS

- Where possible, make changes to increase attention to human aspects of care.
- Support human aspects with staffing and other resources.
- Avoid one-size-fits-all approaches; patients have different needs, objectives, expertise, experiences.
- Welcome other perspectives - physiotherapy is part of a care 'team' not the whole solution.

## ACKNOWLEDGE & VALIDATE EMOTIONS

- Recognise and name patients' pain and emotions.
- Recognise and name your own emotions. Consider how expressing them might affect patients.
- Find out how patients feel each time, it may have changed.
- Reduce physiotherapy guilt: people are not machines, you can't fix everyone.

## MANAGE TIME PRESSURE

- Collaboratively decide on key focus areas with patients.
- Discuss realistic expectations.
- Slow down. Use a calm voice and pace.
- Allow moments of silence.
- Use pauses during conversation.
- Book longer sessions if possible.

## NON-VERBAL CUES & TOUCH

- Respond to cues such as eye-contact, facial expressions, tone, body language.
- Touch can give patients time to think, feel and react.
- Touch should be professional, but also express care.

## ATTENDING TO HUMAN ASPECTS OF CARE

e.g. social, psychological, emotional, existential and cultural aspects