

# **Providing a more person-centred approach to neurorehabilitation: the value and impact of healthcare professionals who have heard life-altering medical news.**

*Neil Bindemann (Presenting) [neil.bindemann@p-cns.org.uk](mailto:neil.bindemann@p-cns.org.uk)*

Person-Centred Neuroscience Society, London, United Kingdom

*Anita Rose*

Person-Centred Neuroscience Society, London, United Kingdom

## **Background**

Receiving a diagnosis of a life-altering medical condition or experiencing a physical trauma can lead to adverse effects on a person's wellbeing. Addressing a person's wellbeing is a fundamental aspect of a rehabilitation service. Wellbeing is unique to individuals, as is the experience of a neurological change regardless of the diagnosis of nature of the physical trauma. Therefore, we could hypothesize it is likely that the same diagnosis or injury will affect people differently. Furthermore, it is argued that giving a life-altering diagnosis is a traumatic experience, not only for the person receiving the news but also for the person giving the news. Such hypotheses suggest the need of a more person-centred care approach when breaking bad news. To explore this further a group of healthcare professionals (HCPs) who had received a diagnosis of a neurological condition were interviewed about their experience. Being HCPs meant they also could reflect on their experience of breaking difficult news, making this research unique.

## **Method**

HCPs, diagnosed with a neurological condition, were invited to a "Zoom roundtable". A qualitative interview approach was utilised, and the transcript was analysed for themes.

## **Results**

Themes raised during discussion were: False Optimism: Hope, Language, Honesty, Shared Responsibility, Preparation, Empower, Safe, Realistic, Time, Individualistic, Engaged, Empathy. These occurred in both the experience of receiving and in giving a diagnosis/prognosis.

Various practical steps in providing more person-centred rehab services were generated.

## **Conclusion**

The results from this research acknowledges the significance of learning from people who have experiences of receiving and hearing life-altering medical news.