



Rhode Island Epilepsy Community Support

WHERE YOUR VOICE IS HEARD

Background

- ▶ The intent of the group is to serve as an outlet for clients. A safe-haven of sorts Where they can:
 - ▶ Share their own experiences
 - ▶ Exchange knowledge amongst the community
 - ▶ Interact with conversations/discussions and submit feedback questions
- ▶ We as hosts will have presented topics, but take the feedback into consideration: "where your voice is heard"
- ▶ The client needs reassurance whatever they have to share will be taken in:
 - ▶ without judgements
 - ▶ Seriously, not swept along

Gathered feedback

- ▶ PDSA
- ▶ Conducting surveys
- ▶ opportunity to submit a requested topic for the next meeting
- ▶ Anonymous topic entry
 - ▶ If a client is hesitant on speaking but has a topic or an issue they'd like to be "heard"
 - ▶ After sharing once or twice and feel "included" the client is likely to open up as time passes.

PDSA

- ▶ Plan: Begin with the introductions
- ▶ Do: Collect and take record of information that was sought and exchanged
- ▶ Study: What subjects need to be discussed
- ▶ Act: Design an outline of the next presented topic for the next meeting

The more they feel the group lives up to the metaphoric sales pitch: join us in our epilepsy community, we're always listening