

WHAT IS PERSON-CENTERED CARE?

- For healthcare providers, the goal is to be with the person as he/she journeys towards health
- The person is the center of care and an active member of the health care team
- The team “walks with” the person towards health
- The person is the expert on what is best for him/her

“Doing for” as opposed to “walking with” makes a very big difference in how care is delivered



Example of Patient-Centered vs. Person-Centered Care

Situation: Client refuses to take medication

In Patient-Centered Care the nursing staff will:	In Person Centered Care the nursing staff will:
Ask the patient what the problem is	Listen to what the person says about taking medication
Provide appropriate health education	Provide appropriate health information
Develop strategies to ensure the patient takes the medication	Discuss strategies and alternatives that are acceptable to the person
Report the issues and strategies back to the team	Advocate for the person (and the person’s decision) to other team members

CENTRAL BELIEFS TO PERSON-CENTERED CARE

Life’s journey is enriched by positive relationships
The health care team can support health by nurturing positive relationships
Positive relationships are built on mutual respect
Each person knows what is best for him/her

KEY POINTS

- The person always has the power to accept or refuse the health care team's advice
- If the person is not capable of understanding the consequences of decisions he/she makes, the team is responsible for finding safe ways to honour the person's decisions
- This approach would involve the substitute decision maker, the team and the person

PERSON-CENTERED CARE IN LONG TERM CARE

- Sometimes, challenges such as memory problems or serious illness impair a person's ability to communicate
- However, the person is still worthy of respect and participation in his/her own life
- Keeping the person in the center of care means that the health care team has to use creative practices to discover what the person really wants for his/her life
- Those creative practices can only be useful if they are based on a positive relationship with the person

IDEAS FOR PRACTICING PERSON-CENTERED CARE

- ✓ Get to know the people (patients) that you are working with
- ✓ Develop positive relationships with the person and his/her family
- ✓ Be curious, find out who the person is
- ✓ Include the person and his/her family in all aspects of care
- ✓ Ensure positive relationships are centered on the person (not you or others)
- ✓ Make positive relationships an important part of your work day (report, documentation etc.)
- ✓ Make the person's hopes and dreams central to all activities
- ✓ Accept and support differences
- ✓ Be flexible
- ✓ Engage as many people as needed in order to explore the possibility of supporting personal choice