

Person-Centered Care: A Definition and Essential Elements

“The ability to understand what is most important to an individual is foundational to the provision of person-centered care. The ability for providers and care managers to communicate and coordinate care based on a shared understanding of the individual’s goals directly impacts the outcomes and experience of the person receiving care. Although common sense, application of these principles is anything but commonplace.”

The National Committee for Quality Assurance – 2016

<https://www.ncqa.org/Portals/0/Programs/Goals%20to%20Care%20-%20Spotlight%20Report.pdf?ver=2016-02-23-113526-113>

Person-Centered Care Definition

“Person-centered care” means that individuals’ values and preferences are elicited and, once expressed, guide all aspects of their health care, supporting their realistic health and life goals. Person-centered care is achieved through a dynamic relationship among individuals, others who are important to them, and all relevant providers. This collaboration informs decision-making to the extent that the individual desires.

Elements Essential to Realizing This Definition

- An individualized, goal-oriented care plan based on the person’s preferences
- Ongoing review of the person’s goals and care plan
- Care supported by an interprofessional team in which the person is an integral team member
- One primary or lead point of contact on the healthcare team
- Active coordination among all healthcare and supportive service providers
- Continual information sharing and integrated communication
- Education and training for providers and, when appropriate, the person and those important to the person
- Performance measurement and quality improvement using feedback from the person and caregivers

PC P.E.A.R.L.S.™ 7 key elements of person-centered care of people with dementia in long-term care homes - Alzheimer Society – Canada

http://www.alzheimer.ca/~media/Files/national/Culture-change/PCPEARLS_full_e.pdf

Person-centered care puts the person, their experiences, well-being, needs and feelings at the centre of the caring process. Most of all person-centered care is about seeing the person first and diagnoses second. It is about ensuring that the care provided is always focused on the person and not only on their diagnoses. Seven key elements for delivering person-centered care stand out in research. These are outlined as follows and entitled **PC P.E.A.R.L.S.™**

1. Person & family engagement
2. Care planning
3. Processes
4. Environment
5. Activity & recreation
6. Leadership
7. Staffing