



# collaborate

Better health for all

## COMPETENCY 1: Person-Centred Care

### What is person-centred care?

Each person is the expert in their own health experience. Health providers/students recognize people are at the centre of their health-care story. A person's family members can also provide valuable insight to a person's health.

That's why it's helpful for health providers/students to include people and their families as members of the health-care team. Health providers/students work with people to make sure their health goals are realistic and achievable. They ensure that the health-care service process revolves around the needs of the person rather than those of the health providers/students or facility.

By involving individuals and their families in the creation, implementation and evaluation of the health-care plan, it helps ensure the best outcome.



### How does it work?

Health providers/students see people as necessary partners in health care so they:

- respectfully share information with the people they care for and their families
- encourage discussion
- listen respectfully and consider the expressed needs of every person
- make sure the information they communicate is understood
- ensure patients/clients/residents receive appropriate education and support throughout their course of planning, treatment and treatment evaluation

### PERSON-CENTRED CARE IN ACTION

Health providers working in a long-term care environment invite a resident and her family to participate in the development of the resident's care plan. A collaborative meeting is held where the team members provide health-related information, including information from the resident and family members about the resident's life history and experiences. Their input is encouraged, respected and incorporated into the resident's care plan.

After the meeting, the health providers have a better understanding about the resident as a person, allowing them to ensure the best possible care plan. The resident and her family feel secure about the quality of her care during what could be a difficult and unsettling time.

### Outcome

By respecting people and their families and including them as integral members of the health-care team, health providers/students ensure better overall quality of care.

**CLICK HERE** for more information:



Collaborative Care Information



Person-Centred Care Information