



## Organisational support for person-centred health care

“For person-centred care to flourish, a very high degree of commitment from the organisation is needed” (Baker, Edwards & Packer, 2003).

The Registered Nursing Association of Ontario (2002) nursing best practice guidelines on person-centred care recommends that successful implementation of person-centred care requires:

1. Organisational and managerial support, including:
  - explicit endorsement to a person-centred care delivery of health care services
  - allocation of adequate resources for facilitating the cultural change, obtaining the required knowledge and skills necessary to adopt person-centred care and enact these practices.
2. Organisational champions or leaders to assist in putting new initiatives into place.
3. Education and training for staff, including proper orientation, continuing staff education and training, and the opportunity for staff to share knowledge and skills, as these are fundamental to the enactment of person-centred care practices.
4. A model of care delivery that ensures continuity of care and continuity of the caregiver.
5. Organisational and unit policies in line with person-centred care (for example, visiting hours at times to accommodate the needs of clients and their loved ones).
6. Organisational structures that promote an interdisciplinary partnership, as this provides clients with a seamless experience of care with reduced duplication, consistent communication and a higher responsiveness to their needs.
7. Humanising the physical environment, routines and language for the client, for example creating a humane and home-like environment, or allowing clients to maintain a sense of control over care provision.

### Key elements to consider in providing effective person-centred health care in your organisation:

- Are key staff positions dedicated to person-centred health care and facilitating staff behaviour change in this area?
- Are strategies in place to evaluate progress, facilitators and barriers to person-centred health care in your organisation?
- Are there opportunities for new staff to be introduced to the organisation’s person-centred health care philosophy (for example, during orientation period)?
- Are resources available to provide staff with an understanding of person-centred health care (for example, guidelines) and do staff know how to access these?

### Resources to help support effective person-centred health care

- PowerPoint presentation about person-centred health care that can be used for staff education –  
<http://www.nari.unimelb.edu.au/pchc/outcomes.htm>
- Person-centred health care resources and initiatives about information, education and training for staff –  
[http://www.nari.unimelb.edu.au/pchc/pchc\\_good\\_practice.htm](http://www.nari.unimelb.edu.au/pchc/pchc_good_practice.htm)



### For further information:

For more information about person-centred health care or for information on good practice resources or initiatives in person-centred health care please go to:  
<http://www.nari.unimelb.edu.au/pchc>.

Baker, C., Edwards, P., & Packer, T. (2003). Crucial impact of the world surrounding care. *Journal of Dementia Care*, 11(3), 16-18.

The Registered Nurses Association of Ontario. (2002). *Nursing best practice guideline: client centred care*. Toronto: The Registered Nurses Association of Ontario.

