



## Person-centred health care: Sharing of power and responsibility between the service provider and service user

"Person centred care involves advocacy, empowerment, and respecting the client's autonomy, voice, self-determination, and participation in decision making" (Registered Nursing Association of Ontario, 2002).

The Registered Nursing Association of Ontario (2002) nursing best practice guidelines on person-centred care provide a list of values and beliefs that are fundamental to person-centred care:

- Respect client's wishes, concerns, values, priorities, perspectives and strengths
- Human dignity – care for clients as whole, unique human beings rather than problems or diagnoses
- Clients are experts for their own lives
- Clients are leaders and you should follow their lead with respect to information giving, decision making, care in general and involvement of others (e.g. family, carers)
- Clients goals coordinate the care of the health care team and all members of the healthcare team should work towards facilitating the achievement of these goals.



Health care staff should:

- Involve the patient throughout the whole health care experience
- Acknowledge the patients expertise and encourage them to share their knowledge and skills
- Respect and honour the patients choices and decisions about their health care
- Work with the patient in developing their care plan and discharge plan
- Act as a resource for the patient if they have any questions
- Regularly obtain feedback from the patient about the health care they have received

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

- Are service users involved in goal setting in the early stages of their admission and throughout their admission?
- Is a formal goal setting assessment tool used for clients?
- Are service users actively involved in the development of the care plan and discharge plan?
- Are formal tools used for coordinating the management plan?
- Are formal tools used for coordinating the communication between the team and the service user?
- Are formal tools used for coordinating the discharge plan?
- Is the location of services able to be responsive to the needs and preferences of the service user in relation to their care?
- Are service users given adequate time, information and assistance in preparing for discharge?

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

- Exploring the Benefits of Patient Involvement in Healthcare – a fact sheet developed by the Picker Institute Europe that discusses how patients can be involved in their own healthcare. <http://pickereurope.org/page.php?id=6>
- Resource kit to help staff engage consumers - an information and resource kit for staff to assist them in engaging consumers in service planning and review. [http://www.nari.unimelb.edu.au/pchc/consumer\\_community\\_involvement.htm](http://www.nari.unimelb.edu.au/pchc/consumer_community_involvement.htm)

### For further information:

For more information about person-centred care or for information on good practice resources or initiatives in person-centred care please go to:

<http://www.nari.unimelb.edu.au/pchc>.

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