



## Environment conducive to person-centred health care

The Registered Nursing Association of Ontario (2002) nursing best practice guidelines on person-centred care states:

*"To foster client centred care consistently throughout an organisation, health care services must be organised and administered in ways that ensure that all caregivers, regardless of their personal attributes, enact this practice successfully. This includes opportunities to gain the necessary knowledge and skills to really engage with clients from their standpoint, as well as organisational models of care delivery that allow nurses and clients to develop continuous, uninterrupted, and meaningful relationships."*

The guidelines recommend that successful implementation of person-centred care requires:

1. Organisational and managerial support for staff to enhance their skills in working in a person-centred way, including adequate resources for this to occur.
2. A model of care delivery that ensures continuity of care and continuity of the caregiver.
3. 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).
4. A positive work-life environment that promotes respect, recognition, opportunities to share knowledge and skills, and opportunities for professional development and continuing education.
5. Organisational structures that promote an interdisciplinary partnership and a strong team approach.
6. 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.

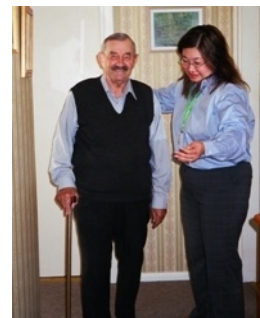
The Registered Nurses Association of Ontario. (2002). *Nursing best practice guideline: client centred care*. Toronto: The Registered Nurses Association of Ontario.

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

- Is there a strong team approach to achieving person-centred outcomes?
- Are staff supported to enhance their skills in working in a person-centred way?
- Is there easy access to the health care service for the service user and/or their family/carer?
- Is there adequate transport and/or parking for service users and/or their family/carer?
- Are there policies and procedures in place to ensure that clients' personal privacy is protected?

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

- Respect Privacy and Dignity – a fact sheet developed by the Picker Institute Europe that discusses how health care staff can provide respect, privacy and dignity to their patients.  
<http://pickereurope.org/page.php?id=6>
- Drivers Unit -this is a transport service for clients accessing Rehabilitation, Aged and Palliative Care Services within Peninsula Health. The Unit was established in March 2003 to respond to the transport needs of clients.  
[http://www.nari.unimelb.edu.au/pchc/initiative\\_consumer\\_services\\_activities.htm](http://www.nari.unimelb.edu.au/pchc/initiative_consumer_services_activities.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>.