

Person-centred approach

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Let's define the terms

When the doctor is an unquestionable authority making decisions for the patient
– that is **paternalism**



When the main focus is the needs of the patient as a person
– that is **patient-centredness**



When the needs of both patients and medical staff matter
– that is **person-centredness**



Confusion: Person-centred CARE (patient as a person) vs person-centred APPROACH (patient and staff as persons)



Person-centredness = Person in the centre

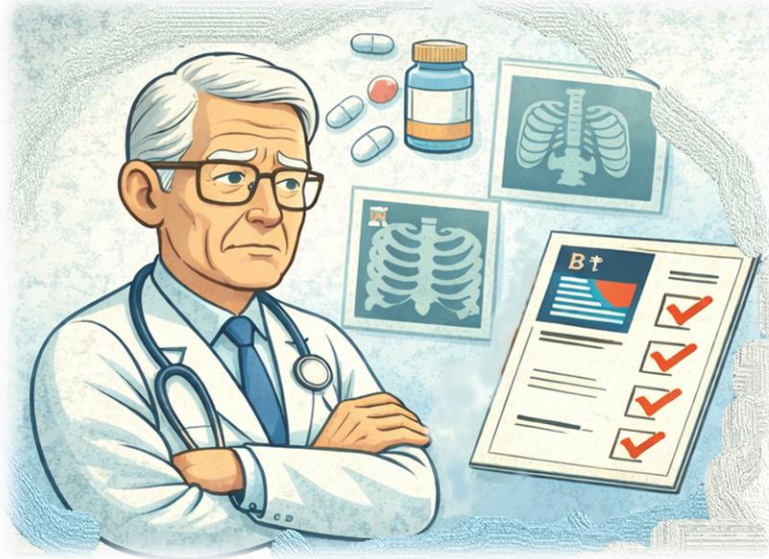


“the recognition of both patients and professionals as humans first”

Person-Centred Care Systems: From Theory to Practice. A White paper for ISQUA



Patients and professionals as humans first



Profession is not a shield

There is a human being behind the white coat and the title, someone who can grow tired, experience stress, doubt, and emotional exhaustion



There is a person beyond the diagnosis

This is not "the hypertension in room 305," but "Mrs Smith who worries that she can no longer play with her grandchildren"



How to turn this concept into real actions?



Meeting patient needs



Identifying and addressing needs: physical, emotional, taking into account life circumstances and cultural background.



Partnership and information sharing: provide all necessary information, educate patients, and make decisions together, always respecting their choices.



Supporting their social environment: create conditions for family and friends to participate in care and communication while ensuring safety.



Coordinated and proactive care: coordinate the team's work for comprehensive treatment, including patients with multiple conditions.



Culture of care and feedback: implement initiatives for empathetic patient interaction and establish reliable feedback channels from patients and their loved ones.



Documenting preferences: record patient wishes and values in medical records to guide clinical decision-making.



Meeting staff needs



Focus on well-being: physical, psychological, and accounting for social and cultural needs.



Safe and ethical work environment: foster safety culture and ensure the ethical resolution of difficult situations.



Collaborative decision-making: involve staff in work-related dialogue, discuss and implement their initiatives.



Professional growth and development: support career progression through training and encouragement of professional achievements.



Effective communication: promote teamwork and ensure constructive feedback.



Advocacy for person-centredness



Strategic and financial priority: embed person-centred principles in core documents and in budget, ensuring its status and funding.



Internal processes and culture: implement regular patient engagement practices and train staff in the person-centred approach.



External advocacy: engage with the community, assist vulnerable groups, and build partnerships with other organizations to promote person-centred principles.



Monitoring and improvement



Systematic data collection: gathering feedback from patients and staff, as well as information on quality of care, safety, and the overall work environment.



Analysis with a focus on people's needs: analyzing data through the lens of patient and staff needs. Comparing outcomes with success criteria (satisfaction, engagement, psychological safety) and with best practices. Identifying strengths and areas for improvement, and determining the direction of changes.



Implementing improvements and discussing results: implementing improvements that directly address identified needs. Maintaining transparent dialogue and showing all participants how their experience and input contribute to positive changes in practices and the hospital's atmosphere.



Important

Person-centredness is a systemic approach

“We now understand, better than ever, that actively engaging patients and their families in care improves clinical and operational outcomes. And that creating supportive and caring workplace cultures improves staff retention, engagement and well-being. This knowledge has fueled aspirations of person-centeredness around the globe.”

Planetree International, Inc.



References

Berntsen G, Chetty M, Ako-Egbe L, Yaron S, Phan Thanh P, Castro I, Curran C, et al. Person-Centred Care Systems: From Theory to Practice. A White paper for ISQUA; 2022.

Planetree International, Inc. Person-Centered Care Certification™ Manual. Derby, CT: Planetree International, 2020.

