

Module 4.1.1: Person-centered Care

NATIONAL
HEALTH CARE
for the
HOMELESS
COUNCIL

In this section, we'll look at how poverty, the lack of affordable housing, and particular vulnerabilities often lead to homelessness.

What is Person-Centered Care?



- Emphasizes full participation by the individual
- Draws on the consumer's strengths and inner resources
- Emphasizes the partnership between the individual and the care provider
- Promotes consumer choice and self-determination

Person-centered care represents a major shift away from the traditional model in which the care provider “knows best.” It does not make assumptions about who people are, what they need or should value, or what motivates them. Person-centered care emphasizes full participation by the individual, draws on the consumer’s strengths and inner resources, emphasizes the partnership between the individual and the care provider, and promotes consumer choice and self-determination.

What Does Person-Centered Care Look Like?



Photo by Sharon Morrison

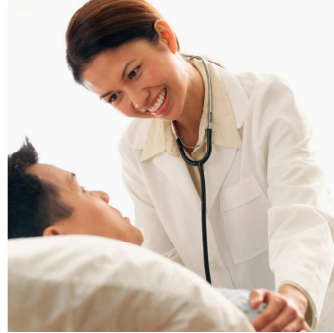
- Provider is sensitive to the individual's worldview
- Individual determines the focus and pace of the treatment
- Individual defines outcomes based on own strengths and available supports

In a person-centered care model, the provider is sensitive to the individual's worldview. The individual receiving care determines the focus and pace of the treatment, and defines outcomes based on his or her own strengths and available supports. In person-centered care, the decision-making control belongs to the patient.

Person-centered care is collaborative.

Begins with recognizing individual's

- Strengths
- Knowledge
- Skills
- Hopes
- Inner resources



Person-centered care is collaborative. It begins with the recognition that the individual already possesses certain strengths, knowledge, skills, hopes, and inner resources. The provider seeks to understand and build upon these attributes.

The Provider's Role ...



- Draw out people
- Examine options and resources
- Ask what might get in the way
- Help explore ambivalence
- Provide useful information and assistance
- Support them along the way

In addition to bringing medical expertise, the provider's role is to draw out people, examine options and resources with them, ask what might get in the way of taking a particular action, help to explore ambivalence, provide useful information and assistance, and support them along the way.

People are more likely to ...



Photo by David Comb

- Heed advice
- Adhere to treatment recommendations
- Make positive changes

Patient-centered care is effective. People are more likely to heed advice, adhere to treatment recommendations, and make positive changes when treated with respect and allowed to choose among options. The provider consults, but does not coerce. Individuals are allowed to make choices about their own care, and their own lives. They become active participants in their treatment and recovery.

Patient-Centered Care Meets Human Needs

- Be treated as an individual
- Express feelings
- Receive empathic responses
- Be recognized as a person of worth
- Not be judged
- Make one's own choices and decisions
- Keep secrets about oneself

Source: Biestek, F.P. The Casework Relationship, 1957

Patient-centered care meets the seven human needs identified in 1957: To be treated as an individual, to express feelings, to receive empathic responses, to be recognized as a person of worth, to not be judged, to make one's own choices and decisions, and to keep secrets about oneself.

The first video in this module describes the power of person-centered care for building trusting relationships.