



Chronic Condition Self-Management

Person-Centred Care

Person-centred care is health care that is respectful of, and responsive to, the preferences, needs and values of patients and consumers.

Dimensions of Person-Centred Care

The widely accepted dimensions of person-centred care are:

1. Respect
2. Emotional support
3. Physical comfort
4. Information and communication
5. Continuity and transition
6. Care coordination
7. Involvement of family, carers
8. Access to care

Research demonstrates that person-centred care improves the health care experience and creates public value for services. When healthcare administrators, providers, consumers and families work in partnership, the quality and safety of health care rise, costs decrease, provider satisfaction increases and patient care experience improves. Person-centred care can also positively affect business metrics such as finances, quality, safety, satisfaction and market share.



Person-centred care is recognised as a dimension of high-quality health care and is the first principle in delivering **Chronic Condition Self-Management support**.

In Australia, a person-centred approach is supported by the Australian Charter of Healthcare Rights, the National Safety and Quality Framework, other national service standards and state-based policies, and a range of jurisdictional and private sector initiatives.

Strategies for Person-Centred Care

Key strategies from leading person-centred care organisations include:

- demonstrating committed senior leadership
- regular monitoring and reporting of patient feedback data
- engaging patients, families and carers as partners
- resourcing improvements in care delivery and environment
- building staff capacity and a supportive work environment;
- establishing performance accountability
- supporting a learning organisation culture.

Adapted from Person-centred care - Improving quality and safety through partnerships with patients and consumers, Australian Commission on Safety and Quality in Health care.

http://www.safetyandquality.gov.au/wp-content/uploads/2012/03/PCC_Paper_August.pdf

PICKER PRINCIPLES for PERSON- CENTRED CARE

- respect for patients' values, preferences and expressed needs
- coordination and integration of care
- information, communication and education
- physical comfort
- emotional support and alleviation of fear and anxiety
- involvement of family and friends
- transition and continuity
- access to care.

Source : <http://pickerinstitute.org/about/picker-principles/>



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