Providing Person-Centered Care

Caredemy

Online Training Academy

Course Name:

Providing Person-Centered Care

Course Description:

This course will give an overview of how to behave in a person-centered way based on the person-centered approaches framework, which aims to distil best practice and set out core, transferable behaviors, skills, and knowledge.

Course Learning Objectives:

At the end of this course, the learner will be able to:

- Understand person-centered approaches and why they are important
- Understand your own values, beliefs, prejudices, assumptions, and stereotypes when working with people
- Demonstrate the core communication skills for information gathering and relationship building
- Identify the principles, behaviors, knowledge, and skills needed for person-centered approaches.
- Understand co-production, person-centered measurement and how this can inform service improvement

Course Requirements:

Participants must complete all learning modules and pass the multiple-choice course assessment.

What is a Person-Centered Approach?

A person-centered approach focusses on putting people, families, and communities at the center of health and well-being. Being person-centered is not specific to a role or situation, or dependent on your level of seniority. Instead, it requires the right skills at the right place and time to allow for the most effective conversations with people and carers using services. Person-centered approaches also mean:

- People feel they are able to speak about what is important to them, that the other person is listening and developing an understanding of what matters to them.
- Working in a system where people and staff feel valued, motivated, in-control, and supported.
- The workforce is enabled to develop equal and genuine partnerships with colleagues, people, families, carers, and communities.

Person-centered approaches allow you to view people as individuals, seeing people beyond a set of problems to be fixed, care services, and interactions with services.

Positive Risk Taking

Positive risk taking includes weighing up the potential benefits and risks of one choice of action over another. Potential risks involved are identified, and a plan of action is developed which reflects the positive potential and stated priorities of the person. Available resources are used to support those outcomes and to minimize potential risks. It is not negligent or ignorant of risks, but rather strategic for managing a specific situation.

Benefits of a Person-Centered Approach

Health and social care staff often work under intense pressure and time constraints, which has an impact on behavior and practice.

Benefits for Service Users:

- Improved health outcomes
- Improved experience of and satisfaction with care
- People are encouraged to be involved in decisions about their care

- Individual needs and expectations about wanting to play an active role in their own care are better met

Benefits for the Workforce

- Improved job satisfaction
- Improved performance and morale
- Increased sense of accomplishment
- Reduced emotional exhaustion

Benefits for Organizations

- Reduced pressure on health and social services
- Improved cost-effectiveness of services
- Better design and development of services are enabled

Knowledge and Activities of a Person-Centered Approach

Knowledge may include:

- Social determinants of health
- Quality improvement
- Patient activation
- Technology to support health/well-being
- Health literacy
- Accessible information standards
- Patient and public involvement
- Awareness of local services
- Prevention
- Asset-based approaches
- Communities
- Person-centered measurement and outcomes
- Statutory and mandatory regulation and governance
- Relevant policy

Activities may include:

- Shared decision making
- Social prescribing
- Care navigation and coordination
- Advocacy
- Supporting self-management

- Care and support planning
- Health coaching
- Motivational interviewing
- Recovery
- Peer support
- Personal budgets
- Supporting behavior change
- Advanced care planning
- Managing risk
- Integration of services across sectors
- Measuring impact at service and individual level

The core of person-centered approaches is:

- Values
- Communication and relationship skills
- Conversations to engage, enable, and support people
- Conversations with people to manage highest complexity and significant risk

Values

Values are the underlying principles for person-centered approaches. Our values determine how we behave and express ourselves. Being aware of our values and biases helps us develop a growth mindset – vital for working in a person-centered way. Growth mindsets help us believe that our own abilities can be developed and are not fixed.

Our values shape how we live, how we interact with others, and how we feel about ourselves. We use our values to make decisions about the priorities in our life and how it influences our behavior and attitude.

Values and Personal Bias

Life experiences can create certain preferences or the manner in which we think and act. This is known as bias. Individuals have a range of biases that affect how we think about other people, groups, knowledge, and information. Bias can be both positive and negative, but biases can also prevent us from working in an objective, neutral and person-centered way.

Values and Growth Mindset

Values are our underpinning principles while attitudes are how we express our values through our behaviors and what we say or do. Our values can include empathy, being non-judgmental, seeing people as individuals beyond their needs, valuing the importance of community and collaboration, and having dignity. We must also be able to build rapport and relationships, have a desire to understand the perspectives of others, be proactive and enabling, be respectful, and acknowledge the experience and expertise of others. These are all building blocks of developing a growth mindset.

When You Do Not Apply Your Values

If you do not apply your values, it is difficult to value and acknowledge the experience and expertise of others, value collaborative involvement and co-production with people to improve care, and to see others beyond their health or well-being needs.

Importance of Good Communication

When we communicate, we use verbal communication (words and language) and non-verbal communication (gestures and mannerisms).

Importance of Communication: What we say and how we say it impacts those we interact with. In our interactions, we can have a significant impact on how we make others feel, what they do, and the goals and outcomes they achieve.

Impact of Verbal & Non-Verbal Communication: Good verbal and non-verbal communication helps us feel listened to, respected, supported, better informed, and more in control of our lives. This impacts our physical and mental health, as well as our feelings of belonging.

Person-Centered Communication: Person-Centered communication is part of everyone's job, building a foundation for high-quality care and the launching point for more complex conversations. It helps us have conversations that engage, enable and support others, and collaborate with others to manage high complexity and significant risk.

Impact for People

When we work with people and families in any of the below situations, person-centered communication skills are important:

- Supporting those that are acutely ill
- Supporting those at the beginning or end of life
- Enabling others to live with a long-term condition
- Enabling others to be an active member of their community
- Supporting the planning of a personalized care package
- Supporting a decision of whether to have treatment

Environmental Awareness

Our environment can affect our conversations. Background noise, physical layout, proximity, privacy, and if the other person can see you clearly can impact the conversation. Conversations may be informal, or formal, such as giving bad news. You should be sure the environment is appropriate for the conversation you are having. Consider the following:

- People may be inhibited from talking about personal or sensitive topics in public areas where others can hear
- Familiar places are more comfortable
- All places should be accessible for the individual
- There should be room for family members or carers to be a part of the conversation
- Consider levels of noise, light, temperature, and seating and how they impact physical comfort

Non-Verbal/Body Language

How you come across through your gestures and mannerisms impacts how others perceive and respond to you. There are many different types of non-verbal cues that you should be aware of:

Posture/Body Language: Open body language helps people feel relaxed while closed body posture can show tension. Mirroring other people's body language by copying their mannerisms and expressions can be helpful.

Proximity: Moving into someone's personal space can be perceived as threatening. Be aware of how the other person responds to how close or far away you are from them.

Body movements: Hand and head movements, gestures, and whole-body movements, or an absence of movement can be perceived in certain ways.

Facial expressions: Our expressions convey emotions, including happiness and sadness.

Eye behavior: Eyes can help build connection with others and help to build trust when appropriate levels of eye contact are made.

Vocal cues: Vocal cues are sounds you make to send a message such as 'aha' or 'mmm'. It also includes your volume, rhythm, pauses, tone, pace, and pitch.

How the time is used: Think about the purpose of the conversation and what both parties need to achieve. Both need to be able to contribute and participate in the conversation to feel heard and valued.

Non-Verbal/Body Language

Physical presence: Your presence allows you to connect effectively with the other person in the conversation. It helps show how engaged you are and can be influenced by your clothing and overall appearance.

Use of pausing and silence: Pauses allow time for the other person to contemplate what has been said. Emotions can also be conveyed through pauses, giving emphasis and meaning to words.

Gentle cues: Cues such as nods can show encouragement and show that you are listening.

Active Listening

When you fully focus on what is being said and form a response, this is known as active listening. When you are actively listening, you are socially, psychologically, and emotionally present, not distracted or interrupting the other person. Active listening can:

- Show you are interested in what the other person is saying
- Show you want to hear and understand the other person's perspective
- Help build rapport

- Help gather important information

A benefit of active listening is that you can stop making assumptions and judgements, allowing yourself to reflect on the other person's emotions and pick up on their non-verbal cues.

Different Types of Questions

There are many different types of questions that can be used at different parts of a conversation. These questions help us gather and clarify information and engage with the other person as a collaborative partner. The different types of questions are:

- Open Explore
- Open Focused
- Close
- Confirming/Clarifying/Checking

Empathy

Being empathetic can impact another person's health outcomes as well as their feelings of being connected and confident. Empathy means being compassionate and showing you understand or are trying to understand how it is for the other person. There are four important elements to empathy:

Perspective taking: Seeing from the other person's point of view

Staying out of judgement: Not judging them or their responses

Recognizing emotion: State that you have noticed the emotional impact tells the other person you are sensitive to what the other person is feeling and thinking

Communicating what you notice: Share verbally what you notice and the impact

Key Terms

Affirmation: Statements and gestures acknowledging the other person's strengths, efforts, and achievements, no matter how big or small.

Normalization: Acknowledging that the feeling is understandable, and others report similar experiences.

Summarizing: Pulling information together form a conversation and reflecting back the main points to the other person

Clarification: Used to confirm what has been said

Screening: Checking if there is anything additional the other person may want to share

Ask Before Advising

You should always ask what the other person is already aware of before sharing ideas or giving information. You should also ask what else they would like to know and how they would like to receive that information. This can help bring more useful information to the conversation.

Signposting

Signposting structures a conversation and enables the person to understand where the conversation is going. It can also be used to help guide others to helpful resources, specialists, or support organizations. There are several different types of signposting:

Outline the order of the consultation: "We've agreed to discuss your pain, then I complete an examination and we can talk about a treatment plan."

Ask Permission: "It is ok If I ask you some questions about your medical history?"

Transitioning topics: "Now that we know the problem, let's talk about treatment options

Warn about sensitive questions: "I'm going to ask you some personal questions. Is that OK?