



Partners in Quality Care

Person Centered Care- What is it?

Your clients differ in many ways. Some of these differences are due to illness, personalities, culture, or education. Understanding that the client that you are caring for is a unique individual with their own way of viewing the world is a first step in understanding person centered care. Sometimes when illness, aging and disability are at the forefront of the person we are caring for, the rest of the person gets "lost". Knowing the "rest" and allowing for client preferences, when the agency safely can, adds to your client's quality of life.

To be person-centered means:

- Treating individuals and family members with dignity and respect
- Pledging to be honest **when trying to balance what is important to and important for the person**
- Seeking to understand individuals in the context of their age, gender, culture, ethnicity, belief system, social and income status, education, family, and any other factors that make them unique
- Acknowledging and valuing families and supporting their efforts to assist family members

Daily Rituals:

- **What is important and when is it important?**
- **We all have "rituals" or routines in our daily activities that are common, such as morning routines.**
- **Maybe your client has a favorite blouse that they like to wear when visitors are coming. Or maybe your client likes to have you lay out two different blouses to choose between in the morning.**

- **What is "important to" a person includes what that person is "saying":**
 - with their words
 - with their behavior
 - **When words and behavior are in conflict, listen to the behavior**
- **What is "important for" people includes those things that we need to keep in mind for people regarding**
 - their health and/or safety
 - and, what helps keep the person a valued member of the community

How can you respect and include the "rituals" of someone's daily activities?

- Find out what is important to the client. The nurse supervisor may have included tips on the aide assignment sheet. But as you get to know your client, you may discover more about their preferences that you can share with your supervisor so that the aide assignment (or client care plan) can take into account those preferences.
- An elderly person or a person with disabilities may feel like they have no control over their lives due to an illness or disability. Having decision making and control in areas such as what kind of bath they prefer that is safe, what kind of soap they like, what water temperature they prefer, what kind of food they like to eat, can be meaningful. Making decisions and being able to voice preferences adds to a person's quality of life.

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Choose which phrases below help you identify what your clients prefer. Circle all that apply.

1. Would you like to wear the green blouse or the red blouse today?
2. It's time to eat – let me help you to the table.
3. Would you like me to soak your feet now or after you eat?
4. Your doctor said you should elevate your feet. Sit in the recliner chair let's get them elevated.
5. Your doctor said you should elevate your feet. Would you like to lie on the bed with your feet up or in your recliner chair?

What is important to the client? What is the patient trying to tell you?

In this situation, is it the client's words or the behavior that indicates what is important to them?

You come in the room and find that the client who has recently had a stroke is agitated. You ask the client what is wrong and the client responds "nothing". The client is trying to button a blouse and cannot. The client throws the blouse down.

What is the client trying to tell you by the behavior? Circle one response.

1. I am in control
2. I don't want to wear that blouse today – it's ugly.
3. I am frustrated because I can no longer do a task I once could. I don't have control.

What is important for this client?

The therapist has given the client a button hook to help button her blouses. You decided that the client's lost of control of this simple task must be very frustrating to her and so she is agitated.

What should you say? Circle the one response that gives the client the greatest sense of control.

1. Here, let me button your blouse for you.
2. You don't want to wear that blouse – here is a t-shirt you can pull over your head.
3. Now don't be a baby. Here, use this button hook the therapist left for you.
4. Do you mind showing me how the button hook works?

Write down 4 of your daily routines that are important to you.

A client with congestive heart failure tells you that they prefer to salt their food. This is important **to** them. You know that excess salt will cause difficulty breathing for the client. You know that limiting salt intake is important **for** their health and safety. **How do you balance what is important to them with what is important for them? What do you do?**

If you could no longer physically or mentally do these things for yourself, how would you feel?