



Person Centered Care

CONSUMER FACT SHEET

Advancing Excellence in America's Nursing Homes is a national campaign that began in September 2006. Our goal is to improve the quality of care and life for the 1.5 million people served by nursing homes in the United States. Nursing homes and their staff, along with residents and their families and consumers can join in this effort by working on the campaign goals that are designed to improve quality. We do this by providing tools and resources to help nursing homes achieve their quality improvement goals. To learn more about the campaign, visit www.nhqualitycampaign.org

This Fact Sheet is about person-centered care (PCC). It talks about how PCC can help you (or your loved one) get the care and support that you need while living in a nursing home. PCC is about your freedom to make informed choices about your life and care. It means treating people with dignity and respect. It supports living a meaningful life and building relationships. You direct your care and it is centered on you!

What is person-centered care?

PCC is about your needs. It puts *you* in the driver's seat working with your team. Nurses, doctors, nursing assistants, therapists, dieticians, social work staff, and others help you reach your care goals while keeping up your daily routine. The team creates your care plan based on your strengths, as well as physical and emotional needs, to support your choices.

Staff will work with you and your family. They will build relationships to help you live a meaningful life and feel at home. Staff also will help you in making a comfortable, personal living space that respects your privacy.

Why should person-centered care be important to you and your family?

Being treated with dignity and respect is a basic right. Most of us want to run our own lives. We want to live by our own routine, not someone else's. We want to have choices about when to wake up, sleep, and eat. We want to choose what we do during the day.

Why is person-centered care important for nursing home staff?

Nursing homes that use PCC have residents, families, friends and staff that are more satisfied. Better communication adds to satisfaction and better care!

What is a care plan?

- A care plan is a document that spells out your choices for a daily routine and your goals for care.
- The care plan helps your care team know more about you and what you like.
- Care plans are often written in the first person. Such as, "I enjoy being outside, no matter how hot or cold it is. Staff will take me to the outside patio at least 4 days a week."
- If you wish, your family and friends can take part in planning your care.

When does person-centered care planning happen?

- You and your care team will make a care plan when you first get to the nursing home.

- Your plan will be updated each three months, or more, if there is a change in your needs or wants. You and your family, if you wish, will be part of meetings with staff.
- Your plan also will be changed if you are leaving the nursing home. This will help you plan for the move back to your house or to another place.

How will you and your family know if your nursing home values person-centered care?

Here are some questions to ask staff when choosing a nursing home or things you may want to know more about if you now live in one.

How will you get to know me and my family?

Listen for:

- “We work to really get to know each person who lives here.”
- “We will do an assessment. We will talk with you to learn about what you like. We will ask about your life, what you enjoy doing, and your goals and wishes.”
- “Each person on the staff will get to know your family.”

Do the CNAs/nursing assistants take care of the same residents each time they work?

Listen for:

- “Consistent Assignment”
- “Most of the time, our CNAs care for the same residents each day they work.”
- “We value building caring relationships with staff, residents, and families.”

How can I get breakfast or therapy if I like to wake up very early or sleep late?

Listen for:

- “You may wake up when you choose. Staff will work with you and your schedule”

What is your policy about food choices and options?

Listen for:

- “We’ll start by asking what you like most and when you like to eat your meals.”
- “Here is a list of choices we always have on hand. You can have these instead of the main dishes anytime.”
- “Do you think that these choices will work for you? If not, we can most often find a way to meet your wishes.”

What does my care plan say?

Listen for:

- “Your care plan is about your wants and needs.”
- “We write the care plan as if you are talking to us (in ‘first person’ language).”

Where can you find out more? What can you do to help?

- Talk to the social worker, who often sets up care plan meetings.
- Look at the information given to you by the home about your rights. This will tell you how to reach an ombudsman.
- Check the Pioneer Network and Consumer Voice websites: www.pioneer.network.net and www.theconsumervoice.org.
- Call your state culture change coalition. More information about your state’s coalition can be found at <http://www.pioneernetwork.net/Coalitions/Websites/>.
- Look at the Advancing Excellence Campaign website, www.nhqualitycampaign.org.
- Encourage the home to participate in the Advancing Excellence Campaign and make use of the tools and resources on the website.