**Ready, Set, Go: Know Your Risks**  
*Leadership Tool for a Learning Organization*

**Person-Centered Care in Acute Care**

**WHY IS PERSON-CENTERED CARE IMPORTANT?**

- Person-centered care builds on the concept of patient-centered care, a hallmark of quality care, and focuses on what matters most to individual recipients of healthcare as their needs, goals of care, and preferences evolve over time.¹
- A person-centered care plan may be the most significant quality indicator of person-centered care.²
- Shared decision-making, an essential element of person-centered care, is becoming embedded in federal and state reimbursement policy.³
- Person-centered care can lead to improvements in certain indicators of physical and mental health status, as well as people’s capability to self-manage their condition.⁴

**DID YOU ASK?**

- Does our organization formally define person-centered care?
- Does our organization have a patient-family advisory council?
- Are shared decision aids readily available to providers and patients?
- Are frontline staff trained to routinely ask patients at the beginning of their stay, “What do you really care about that we’re not doing for you in a consistent way?” and then find a way of doing it?

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[https://www.health.org.uk/sites/health/files/PersonCentredCareMadeSimple.pdf](https://www.health.org.uk/sites/health/files/PersonCentredCareMadeSimple.pdf)


[https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6011266/](https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6011266/)

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**Need More Information?**

As a member of ECRI Institute’s risk and patient safety program, you and your staff can access guidance outlining strategies for person-centered care:

- Guidance: Person-Centered Care in Acute Care
- Guidance: Health Literacy
- Guidance: Informed Consent
- Guidance: Patient Satisfaction
- Guidance: Culturally and Linguistically Competent Care

ECRI Institute can help you with all of your patient safety, quality, and risk management projects. Email us at hrc@ecri.org.