

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?

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.

1 The Health Foundation. Person-centred care made simple: what everyone should know about person-centred care. 2016 Jan [cited 2018 Aug 20]. <https://www.health.org.uk/sites/health/files/PersonCentredCareMadeSimple.pdf>

2 American Geriatrics Society Expert Panel on Person-Centered Care. Person-centered care: a definition and essential elements. J Am Geriatr Soc 2016 Jan;64(1):15-8. PubMed: <https://www.ncbi.nlm.nih.gov/pubmed/26626262> doi: 10.1111/jgs.13866

3 Centers for Medicare and Medicaid Services. Decision memo for screening for lung cancer with low dose computed tomography (LDCT) (CAG-00439N). 2015 Feb 5 [cited 2018 Sep 13]. <https://www.cms.gov/medicare-coverage-database/details/nca-decision-memo.aspx?NCAId=274>

4 Berntsen G, Høyem A, Lettrem I, Ruland C, Rumpsfeld M, Gammon D. A person-centered integrated care quality framework, based on a qualitative study of patients' evaluation of care in light of chronic care ideals. BMC Health Serv Res 2018 Jun 20;18(1):479. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6011266/> PubMed: <https://www.ncbi.nlm.nih.gov/pubmed/29925357> doi: 10.1186/s12913-018-3246-z

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