

Person Centered Care

Leadership Fact Sheet

December 28, 2016



This fact sheet is about person-centered care.

Why is providing person-centered care important?

Person-centered care promotes choice, purpose and meaning in daily life. In person-centered care, a premium is placed on welcoming and honoring each resident's needs and wants.

Toni Lynn-Davis, LNHA shares that, *"As an administrator, it is an amazing thing to see residents' feelings of helplessness disappear and to witness them in charge of their lives again."*

How does providing person-centered care benefit nursing homes?

Nursing homes have better quality outcomes due to the ability of staff to identify and respond appropriately to changes in a resident's condition. Examples of potential impact include the following measures:

- Reduction in the use of restraints and alarms.
- Improvements in weight loss.
- Fewer falls.
- Decreased agitation (and use of anti-psychotics to treat agitation).
- Fewer pressure ulcers.
- Less resident time in a bed or chair.
- Reduced re-hospitalization.

Nursing homes gain referrals from residents and family members who have good experiences and recommend the nursing home to others as a place for care. Examples of potential impact include the following measures:

- Higher resident and family satisfaction.
- Increased levels of occupancy.
- Increased percentage of private pay census.
- Waitlists for residents.
- Strengthening of outside community support and volunteers.

Nursing homes in which staff and residents have strong, positive relationships experience better staff retention. Examples of potential impact include the following measures:

- Increased levels of staff satisfaction formally (surveys) and informally (verbally to peers and leadership team).
- Self-motivation, critical analysis, and problem-solving by front-line staff to incorporate person-directed principles.
- Reduce staff turnover.
- Reduce the use of agency staff.

“It’s hard to believe...person-centered care actually created time for me, by putting an end to the constant crisis mode that I was in,” shares Denise Boudreau-Scott, LNHA.

How can nursing home leadership help provide person-centered care?

- **Change** - Revisit current practices, conduct root cause analyses and ask, “Where are there opportunities to improve?”
- **Caregivers** - Support direct caregivers to make decisions and welcome and honor residents’ choices about care, preferences, and activities.
- **Communication** - Create committee- and team-driven change processes with residents and staff and implement effective feedback loops.
- **Celebration** - Celebrate current successes and look to incorporate achievements into best practices.

Where can you find out more?

- Check the Pioneer Network and Consumer Voice websites: www.pioneernetwork.net and www.theconsumervoice.org.
- Find local support through a Local Area Network for Excellence (LANE). More information about a LANE near you can be found at: <https://www.nhqualitycampaign.org/findLocalSupport.aspx>
- Call your state culture change coalition. More information about your state’s coalition can be found at <https://www.pioneernetwork.net/about/state-coalitions/>
- Use the tools and resources available on the National Nursing Home Quality Improvement Campaign website, www.nhqualitycampaign.org