

Statement:

Person-centred practice is treatment and care provided by health services that places the person at the centre of their own care and considers the needs of the patient's carer's. It is also known as:

- person-centred care
- patient-centred care
- client-centred care.

Person-centred practice is treating patients as they want to be treated.

1. Person-centred care is a philosophical approach to service delivery and service development, ensuring that service systems are developed in partnership with patients and/or their carer's
2. Person-centred care can be developed and evidenced in day-to-day practice that ensures that individual patients and their carer(s) are involved in decision making regarding their care.
3. Person-centered practice should be developed on an organisational scale, for example having a person-centred practice organisational policy; at a work unit level, for example ensuring timely retrieval response to patients according to their clinical urgency and at an individual staff member level, for example carriage of relatives or carer's of patients wherever operationally appropriate.
4. With consistent and persistent change to practice to incorporate person-centred care it is foreseen that over time this will become a part of organisational and operational culture.

Importance of person-centre practice:

It makes sense that:

- By engaging with patients, you can provide care that is more specific to their needs and therefore provide better care.
- By promoting and facilitating greater patient responsibility, patients are more likely to engage in treatment decisions, feel supported to make behavioural changes and feel empowered to self-manage

Philosophy of care:

The National Health and Hospitals Reform Commission recommended 'people and family centred care' as the first principle for guiding the delivery of health care.

It describes this as health care that is:

- Responsive to individual differences, cultural diversity and preferences of the people receiving care.
- Easy to navigate.
- Provided in the most favourable environment.

We 'are human beings, our patients or clients are human beings, and it is shared humanity that should be the basis of the relationship between us'. CareFlight embraces this underlying principle of health care delivery

Principles:

Getting to know the patient as a person - Health care workers need to get to know the person beyond the diagnosis and build relationships with patients and carer's.

Sharing of power and responsibility - Respecting preferences and treating patients as partners in setting goals, planning care and making decisions about care, treatment or outcomes.

Accessibility and flexibility - Meeting patients' individual needs by being sensitive to values, preferences and expressed needs. Giving patients choices by providing timely, complete and accurate information they can understand, so they can make choices about their care.

Coordination and integration - Working as a team to minimise duplication and provide each patient with a key contact at the health service. Teamwork allows service providers, and systems working behind the scenes, to maximise patient outcomes and provide positive experiences.

Environments - Physical and organisational or cultural environments are important, enabling staff to be person-centred in the way they work

Signed:



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