

State-approved Curriculum Nurse Aide I Training Program

MODULE Q Person-Centered Care

Student Manual 2024 Version 2.0



NC DEPARTMENT OF **HEALTH AND HUMAN SERVICES**

Division of Health Service Regulation



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North Carolina Department of Health and Human Services
Division of Health Service Regulation
North Carolina Education and Credentialing Section

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Module Q – Person-centered Care Definition List

Equity – making sure individuals have the same available resources and opportunities to make contributions to society despite barriers that may exist

Diversity – individuality defined by sexual orientation, spirituality and nationality

Inclusion – Purposeful intent to make certain each person of various cultures and ethnic backgrounds are embraced and respected within a community

Person-Centered Care – a method to provide care by recognizing the value of a person and self-worth

Module Q – Person-centered Care	
(S-1) Title Slide (S-2) Objectives <ol style="list-style-type: none"> 1. Embracing Diversity, Equity, and Inclusion 2. Define Person-Centered Care 3. Identify person-centered care practices by healthcare systems and healthcare professionals. 4. Discuss Diversity, Equity, and Inclusion practices 	
	Notes
(S-3) Diversity, Equity, and Inclusion (DEI) <ul style="list-style-type: none"> • Refer to definition list Diversity, Equity, and Inclusion • The principles of diversity, equity and inclusion can and should <ul style="list-style-type: none"> – Be integrated in the healthcare setting to create an environment that is person-centered – Provide an equal opportunity for residents to achieve their best outcome – Advance healthcare organizations to improve their performance 	
(S-4) Person-Centered Care (1) Center for Medicare and Medicaid Services (CMS) defines Person-centered care as medical treatment: <ul style="list-style-type: none"> • Directed and informed by resident's wishes, choices and personal values • Delivering measurable outcomes based on resident feedback • Involving interdisciplinary care • Managing multiple medical conditions • Developing trusting relationships between resident and care providers 	
(S-5) Person-Centered Care (2) <ul style="list-style-type: none"> • Person-centered care is a method to provide care by recognizing the value of a person and self-worth <ul style="list-style-type: none"> – Reduces the risk of neglect and abuse – Supports residents to be informed and involved in their own healthcare – Allows the resident to gain confidence by receiving supportive care – Builds mutual respect between resident and healthcare team – Emotional and social needs are met thereby improving quality of life – Improves residents' independence 	
(S-6) Person-Centered Goals (1) <ul style="list-style-type: none"> • To help the resident meet needs for attachment, inclusion, sense of well-being, and comfort 	

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<ul style="list-style-type: none"> • To support an individual as a member of a community • To honor the importance of keeping the resident at the center of the care planning and decision-making process 	
(S-7) Person-Centered Goals (2) <ul style="list-style-type: none"> • To see the resident as a unique individual • To respect skills and abilities • To support the resident to be successful and maintain independence 	
(S-8) Person-Centered Care in Practice <ul style="list-style-type: none"> • What does person-centered care mean for residents? <ul style="list-style-type: none"> — Person-centered care allows residents to make decisions about their treatment and well-being • What does person-centered care mean for health care providers? <ul style="list-style-type: none"> — Person-centered care means doctors and other health care providers work collaboratively with residents and other health care providers to do what is best for the residents' health and well-being — Person-centered care offers health care providers the necessary supports like access to residents' health data to understand their resident's comprehensive needs — Health care providers trained in person centered care are better prepared to develop care plans that include empathy, dignity and respect with residents, their families, and other caregivers 	
(S-9) Person-Centered Care in Long-Term Care <ul style="list-style-type: none"> • Federal regulations from CMS for long-term care address and support person-centered care • Facilities are required to provide training that leads to person-centered care 	
(S-10) Benefits of Person-Centered Care <ul style="list-style-type: none"> • Where a resident lives is the resident's home and can be made more homelike through person-centered care <ul style="list-style-type: none"> — The facility where a resident lives is their home — Each environment should be made more like a home through person-centered care. — The resident's ability to make choices and state preferences promotes improves quality of life — Staff should honor the resident's personal hygiene practices, dining preferences and sleep routines — Nurse aides should talk directly with the resident to get the most accurate information about preferences 	
(S-11) Person-Centered Care – Nurse Aide Role	

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<ul style="list-style-type: none"> • Communicate the resident's preferences and choices during shift change • Develop caregiving behaviors when providing resident care and completing tasks • Incorporate practices supporting diversity, equity, and inclusion • Provide a home-like environment <ul style="list-style-type: none"> — Promote the resident's continuity of care by sharing resident specific information regarding preferences and behaviors. — Report a change in condition to ensure continuity and safety — Support the resident's independence as they are able and desire to be — Encourage relationships the resident finds meaningful — Prepare the resident for changes in their routine 	
<p>(S-12) Person-Centered Care - Relationships (1)</p> <ul style="list-style-type: none"> • Relationships allow for a better understanding of ourselves, our co-workers, and our residents • There are many definitions and principles of diversity, equity, and inclusion (DEI). The formation of DEI principles is not a one-size-fits-all approach. The implementation of the principles should reflect what works best within the organization and based on policies 	
<p>(S-13) Person-Centered Care - Relationships (2)</p> <ul style="list-style-type: none"> • Integrating diversity, equity, and inclusion principles into healthcare promotes collaboration, trust, and better health outcomes • An inclusive environment allows each resident to receive person-centered and equitable care 	
<p>(S-14) Person-Centered Care</p> <p>In summary, person-centered care is a healthcare delivery model that focuses on the unique needs of each individual.</p>	