



**NC Department of
Health and Human Services
NC Nurse Aide I Curriculum**

**Module Q
Person-Centered Care**

July 2024

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Objectives

1. Embracing Diversity, Equity, and Inclusion
2. Define Person-Centered Care
3. Identify person-centered care practices by health care systems and health care professionals.
4. Discuss Diversity, Equity, and Inclusion practices

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Diversity, Equity and Inclusion (DEI)

The principles of diversity, equity and inclusion can and should:

- Be incorporated in the health care setting to create an environment that is person-centered
- Provide an equal opportunity for residents to achieve their best outcome
- Advance health care organizations to improve their performance

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Person-Centered Care

Center for Medicare and Medicaid Services (CMS) defines Person-centered care as medical treatment:

- 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

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Person-Centered Care

A method to provide care by recognizing the value of a person and self-worth



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Person-Centered Care Goals

- To help the resident meet needs for attachment, inclusion, sense of well-being, and comfort
- 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

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Person-Centered Care Goals

- To see the resident as a unique individual
- To respect skills and abilities
- To support the resident to be successful and maintain independence

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Person-Centered Care in Practice

What does person-centered care mean for residents?



What does person-centered care mean for health care providers?



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Person-Centered Care in Long-Term Care

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

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Benefits of Person-Centered Care

Where a resident lives is the resident's home and can be made more homelike through person-centered care



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Person-Centered Care Nurse Aide Role

- Communicate resident 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

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Person-Centered Care - Relationships

Relationships allow for a better understanding of ourselves, our co-workers, and our residents



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Person-Centered Care - Relationships

- Integrating diversity, equity, and inclusion principles into healthcare promotes collaboration, trust, and better health for outcomes
- An inclusive environment allows each resident to receive person-centered and equitable care



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Person-Centered Care



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The End

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