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

Module Q
Person-Centered Care

July 2024

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

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

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

Person-Centered Care

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

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

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

Person-Centered Care in Practice

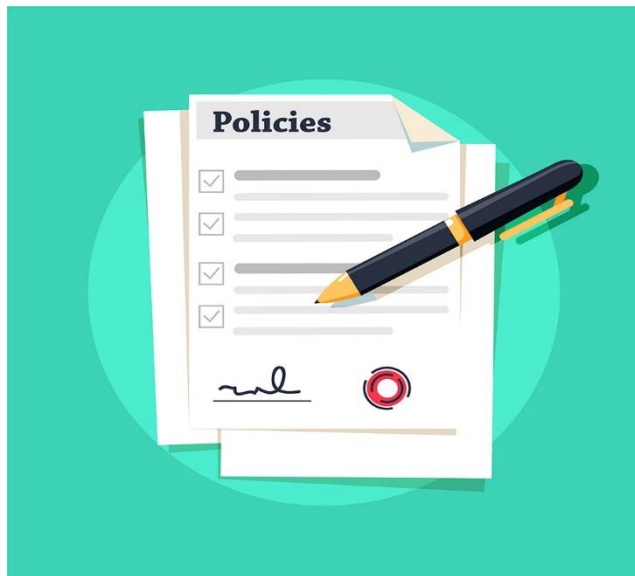What does person-centered care mean for residents?

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

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

Benefits of Person-Centered Care

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

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

Person-Centered Care - Relationships

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

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

Person-Centered Care

The End