

EXTENDED CARE LINK

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PERSON CENTERED-CARE



If you work in healthcare, you have most likely heard the term patient-centered care. When this term first came about, it was difficult to understand how this type of care was different. In the minds of many healthcare providers, the patient had always been the focus. However, what we did not understand was that we had based patient care on what we thought was best for our patient and not necessarily, what the patient wanted. This gap in what we thought the patient needed and what the patient wanted led to poor patient satisfaction and non-compliance.

In 1998, the Institute of Medicine launched the committee on Quality of Health Care in America. The committee proposed six aims for improvement to address areas in which they believed the health care system was functioning at far lower levels that it should be. One of those aims, was patient-centeredness, defined as; "Providing care that is respectful of, and responsible to, individual patient preferences, needs and values, and ensuring that that patient values guide all clinical decisions."¹ The goal of this type of care is to empower patients to become active participants in their own care and for providers to be patient advocates, providing care that is both safe and effective.

In long-term care facilities, patient-centered or resident-centered care promotes choice, purpose and meaning in the lives of the residents.² Health care staff need to be involved with the resident, both listening and observing so that they can develop and maintain care plans that reflect the residents' needs. This type of care provides several benefits to the residents. According to the National Nursing Home Quality Improvement Campaign, those benefits include; the ability to direct their own care and services, fostering engagement and improving their quality of life. Residents develop a close relationship with staff who are tuned into their changes and are able to respond appropriately building an environment of trust and respect, and allowing the resident to live life in a meaningful way.³

Using information gained from the book *Through the Patient's Eyes*, holding focus groups, performing literature reviews and interviewing patients, family members, physicians, and health care staff, researchers from Harvard on behalf of the Picker Institute, developed eight principles of patient-centered care.

Eight Picker Principles of Patient-Centered Care

1. Respect for patients' values, preferences and expressed needs

This principle is based upon the patients desire to be kept informed and to be allowed to participate in decisions. Patients want to be treated in places where they will be treated as an individual.

2. Coordination and integration of care

Patients feel vulnerable and powerless during an illness. To reduce those feelings care should be coordinated including the areas of clinical care, ancillary care, support services and front-line patient care.

3. Information and education

Open communication will help to alleviate fear that patients have about not being fully informed. To decrease that fear, caregivers should routinely communicate information on the patients clinical status, progress, prognosis, processes of care and provide education to facilitate autonomy, self-care and health promotion.

4. Physical Comfort

Patient experiences are impacted by their comfort. Research indicates that the most important areas that we can affect patient comfort is in pain management, assistance with activities, daily living needs and addressing the patient's hospital surroundings such as the accommodation of privacy, accessibility for visitors and cleanliness.

5. Emotional support and alleviation of fear and anxiety

Anxiety and fear can have a profound impact on patients. Caregivers need to implement measures to reduce anxiety over clinical status, treatment, prognosis, the impact of the illness on themselves and their family along with the financial impacts of the illness.

6. Involvement of family and friends

Patient-centered care includes accommodating the patients family and friends, respecting and recognizing the patients' advocate, supporting family members who are serving as caregivers and recognizing the needs of both family and friends.

7. Continuity and transition

Helping the patient care for themselves after discharge also helps to alleviate anxiety. This can be done by providing understandable and detailed information upon discharge. Coordinating and planning ongoing treatment and services and ensuring that the patient and family understand the information as well as, information on how to access clinical, social, physical, and financial support on continuing bases.

8. Access to Care

Patients need to know that they can access care when they need it. This includes having access to hospitals, clinics, physician offices along with specialists and specialist services. Patients need to be have the ability to easily schedule appointments and have access to transportation. ⁴

These eight principles were developed for hospital-based care but can easily be applied to various areas of care including long-term care.

As the National Nursing Home Quality Improvement Campaign points out, patient-centered care is not only beneficial for the resident but there are benefits to both the staff and the facility. Staff members are more comfortable taking care of people that they know. They are able to build strong partnerships with the residents and their families, learn the resident's preferences, and are able to anticipate their needs. The staff is able to be more productive and focus their time where it is need most and staff in these organizations are highly valued.⁵



The facilities themselves also see benefits to person-centered care. Due to the ability of the staff to identify and respond appropriately to changes in residents' conditions, quality outcomes are improved.⁶ Through these positive experiences; residents will recommend the facility to others who are looking for care.⁷ Staff retention will be improved because of the bonds created between staff and residents.⁸

The Centers for Medicare and Medicaid (CMS) have also recognized the importance of patient-centered care. In their Quality Strategy for 2016, CMS wrote that they envision "...health and care that is person-centered, provides incentives for the right outcomes, is sustainable, emphasizes coordinated care and shared decision-making, and relies on transparency of quality and cost information"⁹ CMS also feels that their beneficiaries should have "... access to and receive person-centered, equitable, effective, safe, timely and efficient care and services".¹⁰

Following the passage of OBRA 1987 and the various reforms aimed at creating a culture to include individualized person-centered care, a new model of care began to immerge in long-term care. Several providers in Washington, Wisconsin, California, New York, and Minnesota developed a new nursing home model by creating households, working with residents to create individualized routines and schedules.¹¹

These providers joined formed the Pioneer Network who later partnered with CMS to overcome regulatory barriers related to culture change.¹² Another group, The Eden Alternative, another group organized to change the long-term care culture.

Their mission is to improve the well-being of elders and their partners by transforming the communities in which they live and work.



These organizations and regulators have recognized the changing landscape and the need to improve care by advocating for and involving the patient. Evolving care from focusing on the patient to focusing with the patient.

¹ Institute of Medicine. Crossing the quality chasm: A new health system for the 21st century. Available from <http://www.nationalacademies.org/hmd/~media/Files/Report%20Files/2001/Crossing-the-Quality-Chasm/Quality%20Chasm%202001%20%20report%20brief.pdf>

² National Nursing Home Quality Improvement Campaign. Person-centered care: Follow these seven simple steps to success. Available at <https://www.nhqualitycampaign.org/goalDetail.aspx?g=pcc>

³ National Nursing Home Quality Improvement Campaign. Person-centered care: Follow these seven simple steps to success. Available at <https://www.nhqualitycampaign.org/goalDetail.aspx?g=pcc>

⁴ Picker Institute/. Principles of patient-centered care. Available from <http://pickerinstitute.org/about/picker-principles/>

⁵ National Nursing Home Quality Improvement Campaign. Person-centered care: Follow these seven simple steps to success. Available at <https://www.nhqualitycampaign.org/goalDetail.aspx?g=pcc>

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⁹ CMS Quality Strategy 2016, pg. 2. Available from <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Downloads/CMS-Quality-Strategy.pdf>

¹⁰ CMS Quality Strategy 2016, pg. 5. Available from <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Downloads/CMS-Quality-Strategy.pdf>

¹¹ Pioneer Network. Pioneers in culture change and person-directed care. Available from <https://www.pioneernetwork.net/about-us/overview/>

¹² Eden Alternative. Mission, vision, values, principles. Available from <http://www.edenalt.org/about-the-eden-alternative/mission-vision-values/>

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