

High Five: May

5 Signs a Long-Term Care Facility Values Person-Centered Care

1. Individuals are active partners in making decisions about their care.

From admission to discharge, a resident, or his/her representative, if applicable, is involved in establishing care needs and preferences. A resident's right to choice, including the right to refuse, is included in care decisions.

2. The overall focus supports quality of life, not just medical needs.

This approach addresses the physical, emotional and psychosocial needs of every individual and includes personalized, respectful, and culturally competent delivery of care. Supporting autonomy and independence, facility staff can help residents feel respected and in control of their daily lives.

3. Care plans are tailored to each person's unique preferences and goals.

Individuals are involved in the creation of their person-centered care plan, including goals and timeframes. Assessments by staff that gather life history, daily preferences, and interests enable the creation of individualized care plans that can be utilized by caregivers to connect with residents.

4. Residents have control over their daily schedules and routines.

Person-centered approaches place an individual in the driver seat as it pertains to his/her schedule. When a resident can decide when he/she is waking up, what to eat, when and how often to shower, what he/she wishes to wear, what types of activities he/she wishes to take part in, and what their living spaces look like, for example, they maintain a more dignified existence.

5. Genuine, respectful relationships are encouraged and clearly visible.

Residents and their loved ones feel a sense of connectedness and belonging with facility staff when person-centered care is prioritized. By creating meaningful relationships, residents feel valued and important, and staff feel invested and take more pride in their work. Satisfaction among residents and their representatives and among staff increase when person-centered care is emphasized.