This fact sheet is about person-centered care.

Why is providing person-centered care important?
Person-centered care promotes choice, purpose and meaning in daily life. In person-centered care, a premium is placed on welcoming and honoring each resident’s needs and wants.

Toni Lynn-Davis, LNHA shares that, “As an administrator, it is an amazing thing to see residents’ feelings of helplessness disappear and to witness them in charge of their lives again.”

How does providing person-centered care benefit nursing homes?
Nursing homes have better quality outcomes due to the ability of staff to identify and respond appropriately to changes in a resident’s condition. Examples of potential impact include the following measures:

- Reduction in the use of restraints and alarms.
- Improvements in weight loss.
- Fewer falls.
- Decreased agitation (and use of anti-psychotics to treat agitation).
- Fewer pressure ulcers.
- Less resident time in a bed or chair.
- Reduced re-hospitalization.

Nursing homes gain referrals from residents and family members who have good experiences and recommend the nursing home to others as a place for care. Examples of potential impact include the following measures:

- Higher resident and family satisfaction.
- Increased levels of occupancy.
- Increased percentage of private pay census.
- Waitlists for residents.
- Strengthening of outside community support and volunteers.

Nursing homes in which staff and residents have strong, positive relationships experience better staff retention. Examples of potential impact include the following measures:

- Increased levels of staff satisfaction formally (surveys) and informally (verbally to peers and leadership team).
- Self-motivation, critical analysis, and problem-solving by front-line staff to incorporate person-directed principles.
- Reduce staff turnover.
- Reduce the use of agency staff.
“It’s hard to believe...person-centered care actually created time for me, by putting an end to the constant crisis mode that I was in,” shares Denise Boudreau-Scott, LNHA.

**How can nursing home leadership help provide person-centered care?**

- **Change** - Revisit current practices, conduct root cause analyses and ask, “Where are there opportunities to improve?”
- **Caregivers** - Support direct caregivers to make decisions and welcome and honor residents’ choices about care, preferences, and activities.
- **Communication** - Create committee- and team-driven change processes with residents and staff and implement effective feedback loops.
- **Celebration** - Celebrate current successes and look to incorporate achievements into best practices.

**Where can you find out more?**

- Check the Pioneer Network and Consumer Voice websites: [www.pioneernetwork.net](http://www.pioneernetwork.net) and [www.theconsumervoice.org](http://www.theconsumervoice.org).
- Find local support through a Local Area Network for Excellence (LANE). More information about a LANE near you can be found at: [https://www.nhqualitycampaign.org/findLocalSupport.aspx](https://www.nhqualitycampaign.org/findLocalSupport.aspx)
- Call your state culture change coalition. More information about your state’s coalition can be found at [https://www.pioneernetwork.net/about/state-coalitions/](https://www.pioneernetwork.net/about/state-coalitions/)
- Use the tools and resources available on the National Nursing Home Quality Improvement Campaign website, [www.nhqualitycampaign.org](http://www.nhqualitycampaign.org)