This fact sheet is about your role in giving person-centered care.

The benefits are:

- Making the place you work a real home for the people who live there.
- Building strong and trusting bonds.
- Knowing for certain that you support and comfort residents and families.
- Having the reward of making a difference for someone each day.

With person-centered care, close bonds between staff, residents, and families are vital. Being close lets you know residents well. This helps you to make each person comfortable. Knowing the residents means you can adapt to each person’s care and daily routines.

Donna Adair, CNA, shares, “I don’t think those who are not on the front line of care really know how vital person-centered care is. They don’t see its full extent nor the rewards each day.”

Why is person-centered care vital to residents?

- They feel respected and valued.
- Having strong bonds with caregivers builds trust.
- They are more at ease getting care from people they know.
- Being able to make choices keeps them engaged and feeling vital.
- You can support choices when you know people well.
- You notice health and care problems earlier when you know people well and see them often.

Lynn Szendner, RN, LNHA, says the heart of person-centered care is knowing that, “We are not different people with any less voice just because we have more decades behind us than before us.”

What can you do to support person-centered care?

- Learn about each resident’s background when you first meet them.
- Ask residents and families often about their likes and dislikes.
- Set up daily schedules to support each person’s choices.
- Use consistent assignment to build bonds.
- Talk with staff in other departments and on other shifts about residents’ choices. Respond to any changes in behavior or choices as an interdisciplinary team.
- Work with leaders to make a setting that supports resident choices throughout their day.
- Go to care plan meetings with the people that you care for. This lets you share their routines and choices with your team.
- Know that each person has a right to person-centered care.
- Work with your team to meet the needs of residents that have a hard time expressing their choices.

Where can you find out more?

- 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
- Call your state culture change coalition. More information about your state’s coalition can be found at https://www.pioneer-network.net/about/state-coalitions/
- Use the tools and resources available on the NNHQI Campaign website, www.nhqualitycampaign.org.