



WHAT IS PERSON-CENTERED CARE?

Person-Centered Care is an approach to health care that **puts patients, families, and caregivers at the center of care**. It means listening to what matters most to each person, respecting their values and preferences, and partnering with them in decisions about their care. Person-centered care promotes dignity, respect, compassion, and collaboration to ensure care is responsive to the unique needs of every individual.

HOW IS PERSON-CENTERED CARE INCORPORATED INTO DAILY PRACTICE AT HEALTH PEI?

- **Listening First:** Ask the patient “What matters most to you today?”
- **Engaging Patients and Families as Partners:** Include them in care planning, decision making, and transitions in care.
- **Communicating Effectively:** Use clear, honest, and timely communication.
- **Respecting Individuality:** Recognize cultural, spiritual, emotional, and personal values.
- **Supporting Autonomy and Informed Choice:** Encourage patients to participate in decisions about their care.
- **Collaborating as a Team:** Work together across disciplines to provide coordinated, seamless care.
- **Seeking Feedback and Continuous Improvement:** Ask patients and families about their experiences.

Questions Accreditation Surveyors May Ask:

What are ways your program adopts a person-centered care approach?

How do you include patients/families/caregivers in decisions about their care?

Does your area conduct patient experience surveys? What do you do with the results?

Please contact *Kimberley Hagan, Director of Patient Experience* at kahagan@ihis.org, for more information.