**Person-Centered Care**

**Competency**

Leader’s Guide

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Person-centered care means to focus on the resident as the locus of control and support the resident in making their own choices and having control over their daily lives. It is an organization’s approach to care that recognizes each person’s unique identity, preferences, and needs while considering their environment, abilities, feelings, experiences, and wants.

With person-centered care the expectation of residents, families, and regulatory agencies, health centers are challenged to ensure that while developing and implementing care that residents and their family are included, and the resident’s preferences are followed.

The philosophy of care has transitioned from a medical model in which goals are determined and approaches identified without input to a model which includes the person for whom care is provided as an active participant in care delivery to meet their goals. Person-centered care encompasses all aspects of care and services provided, with the need to address resident input while planning and implementing the comprehensive plan of care also supported through the updated requirements of participation as a right.

The Facility Assessment, policies and procedures, and staff education are key to building consistency of approach and developing a culture encompassing person-centered care practices. “Facilities are required to develop, implement, and maintain an effective training program for all staff. Appropriately trained staff can improve resident safety, create a more person-centered environment, and reduce the number of adverse events or other resident complications. Based upon the outcome of a facility assessment, suggestions for additional training topics may include, but are not limited to, advance care planning, cultural competence, end-of-life care, geriatrics and gerontology (i.e., understanding of how human beings change as they grow older), substance abuse, working with young and middle-aged adults, grief and loss, interdisciplinary collaboration, **person centered care**, specialized rehabilitative therapy, trauma informed care, intellectual disability, mental disorder and quality of life and care.”1

As providers, we need to ensure that our staff have understanding of resident rights and the training and ability to ensure that resident preferences are followed by all staff across the health center. Whether developing the comprehensive care plan with the interdisciplinary team, assisting the resident to join in social or leisure activities, or maintaining the environment, individual resident preferences are to be followed. In addition, facility visitation practices and access to services and care need to align with person centered care principles and practices as outlined in Appendix PP. Organization practices and policies (department by department) must be developed and implemented to assure care and services provided are person-centered and honor and support each resident’s preferences, choices, values and beliefs.

Some areas to be considered for review and focus for resident-centered care implementation include:

* Staff Resources
  + All Staff
  + Interdisciplinary Team
  + Activities (Life Enrichment)
  + Registered Nurses
  + Licensed Practical/Vocational Nurses
  + Nursing Assistants
* Documentation Considerations
* Baseline Care Plan
* Comprehensive Care Planning
* Interdisciplinary Assessments
* Daily Documentation
* Education
* Resident Rights
* Abuse, Neglect, Mistreatment, Misappropriation, Exploitation- and Reporting
* Grievance Reporting and follow up
* Person-Centered Care
* Residents with Behavioral Challenges
* Dementia Care
* Behavioral Health
* Trauma Informed Care
* Comprehensive Person-Centered Care Planning
* Staff competencies
* Evaluation and Monitoring:
* Grievances and Complaints
* Care Plan Conferences
* Observation, Interview, Record Reviews
* QAPI

**References and Resources**

1Centers for Medicare & Medicaid Services State Operations Manual, Appendix PP – Guidance to Surveyors for Long Term Care Facilities (Rev. 173, 11-22-17) Advance Copy 6/29/22: <https://www.cms.gov/files/document/appendix-pp-guidance-surveyor-long-term-care-facilities.pdf>

LTC Survey Pathways (Download) Critical Element Pathways: <https://www.cms.gov/medicare/provider-enrollment-and-certification/guidanceforlawsandregulations/nursing-homes.html>

Centers for Medicare & Medicaid Services Long-Term Care Facility Resident Assessment Instrument 3.0 User’s Manual: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/NursingHomeQualityInits/MDS30RAIManual.html>