

# CANADIAN INTERPROFESSIONAL HEALTH COLLABORATIVE NATIONAL COMPETENCY FRAMEWORK

## Competency #1 *Person-Centred Care*

### PERSON-CENTRED CARE

#### ***What is it?***

Health providers/students recognize that people are the heart of the healthcare story. Each person requiring healthcare is the expert in his/her own health experience. In addition, they recognize that the person's family members can provide valuable input as well.

For this reason, health providers/students include people and their families as members of the healthcare team, involving them in the design, implementation and evaluation of the health care plan to ensure the most effective outcome.

#### ***How does it work?***

Health providers/students see people as essential partners in the choice and provision of their own healthcare services:

- They respectfully share information with the people they care for and their families.
- They encourage discussion.
- They listen respectfully and consider the expressed needs of every person.
- They ensure that the information they share is understood.
- They ensure that people receive appropriate education and support throughout their course of planning, treatment and treatment evaluation.

#### ***Application and integration***

When developing a healthcare team for each person, health providers/students include people and their families on the care team. They work with people to ensure that their health goals are realistic and achievable. They ensure that the healthcare service process revolves around the needs of the person rather than those of the health providers/students or facility.

#### ***Person-Centred Care in Action***

**For example, health providers working in a long-term care environment invite a resident and her family to participate with the team in the development of the resident's care plan. A collaborative meeting is held where the team members provide health-related information to the resident and family. Additionally, the resident and family members provide information on the resident's life history and experiences and their input is encouraged, respected and incorporated into the resident's care plan. Following the meeting, the health providers have a better understanding about the resident as a person, allowing them to ensure the best possible care plan. The resident and her family feel secure about the quality of her care during what otherwise could be a difficult and unsettling time in her life.**

#### ***Outcome***

By respecting people and their families and including them as essential members of the healthcare team, health providers/students ensure better overall quality of care.

For more information see page 13 of the CIHC National Interprofessional Competency Framework at [www.cihc.ca/files/CIHC\\_IPCompetencies\\_Feb1210.pdf](http://www.cihc.ca/files/CIHC_IPCompetencies_Feb1210.pdf)



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