**Person-Centered Care**

**Competency**

Leader’s Guide

**Person-Centered Care**

**Leader’s Guide**

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.[[1]](#footnote-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. 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.

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
* Evaluation and Monitoring:
* Grievances and Complaints
* Care Plan Conferences
* Observation, Interview, Record Reviews
* QAPI

**References**

Centers for Medicare & Medicaid Services State Operations Manual, Appendix PP – Guidance to Surveyors for Long Term Care Facilities (Rev. 173, 11-22-17): <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_pp_guidelines_ltcf.pdf>

Centers for Medicare & Medicaid Services Long-Term Care Facility Resident Assessment Instrument 3.0 User’s Manual, Version 1.16. October 2018: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/NursingHomeQualityInits/MDS30RAIManual.html>

1. 1 Centers for Medicare & Medicaid Services State Operations Manual, Appendix PP – Guidance to Surveyors for Long Term Care Facilities (Rev. 173, 11-22-17): <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_pp_guidelines_ltcf.pdf> [↑](#footnote-ref-1)