

PERSON-CENTRED CARE TIPS

Person-centred care is individualistic, and relies on your understanding of your client and their limitations, environment and motivations, as well as your own strengths and weaknesses

1 GET TO KNOW YOUR CLIENT

Take the time to ask the questions that will enable you to get to know them better. This will help you at times when you may have to challenge them to modify behaviours.



2 SEE YOUR CLIENT AS AN EXPERT

Your client lives with their chronic illness or condition every day. They are often likely to be best placed to help you identify what works and what doesn't.



3 SHARE POWER

This includes the client, as well as other professionals and organisations. Person-centred care is a shared responsibility model.



4 TAKE A HOLISTIC APPROACH

Seeing the bigger picture means understanding that the client's life involves many different aspects which can impact on their ability to manage their health. Social determinants of health and the person's health literacy will play major roles in this aspect of care.



5 INCLUDE THE FAMILY

Clients how have strong support structures around them are likely to be more successful in valuing and keeping commitments. Success breeds success, and individuals who have successful experiences are more likely to engage in behaviours that continue that success.



6 HELP THEM ACCESS SERVICES

Clients are likely to have differing capabilities and capacities to navigate the health and community service system. It is important that, wherever possible, clients are given options about which services they access, and how and when they access them.



7 LOOK AT WHOLE OF CARE

What else is happening in the client's life that may impact on their care? Do they have multiple care appointments that could be better scheduled to make life easier for them? Find out as much as possible about the things that are likely to impact on the client's care.

