



People-Centered Care A collaborative Approach

Welcome to our Training Modules

After completing each module there will be an exam that you will take to test your knowledge of what you have learned. To pass the exam you must achieve an 80% score or greater.

Throughout these modules you will notice several things:

- The module name along with the slide number you are current on will show on the left side.
- An arrow at the bottom on the slide indicates that the content of the slide continues unto the next slide. 
- A Continued Arrow on top of the slide indicates that the content of the slide is a continuation of the previous slide. 
- Good Luck.



What is People-centered care?

According to the Health Standard Organization website:

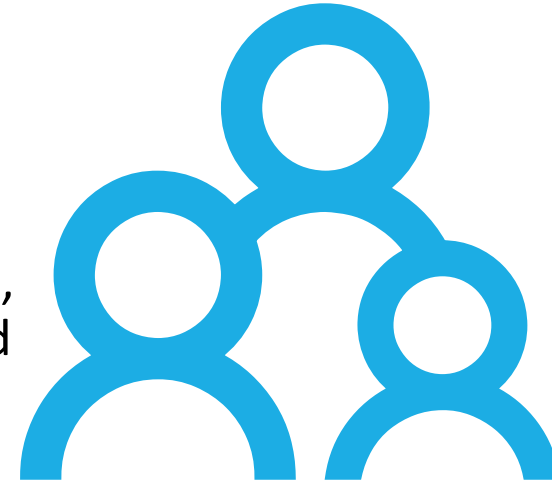
“Health standards organization and accreditation Canada adopted the World Health Organization's definition of people center care which includes everyone in the continuum of care. People Center Care that is focused and organized around the health needs and expectations of people and communities rather than on disease.”



What is People-centered care?

Active engagement between NL Health Services, clients and/or families will determine the types of services required.

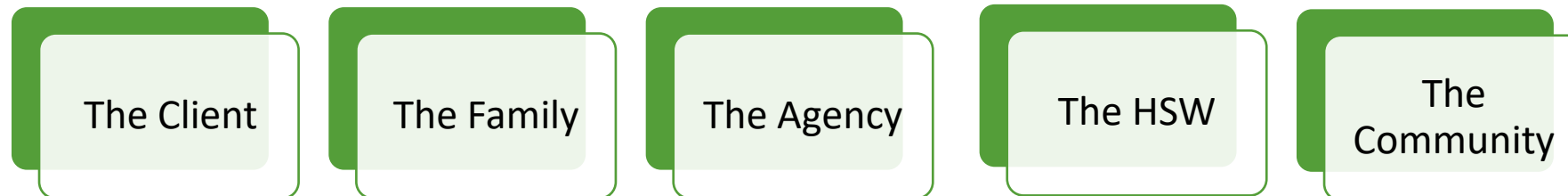
Client care will be provided with the understanding that ongoing decision making will include not only the Health Authority but also the client, their families (is applicable), their home support worker(s), the service provider, and the community. Simply put People Centered Care is an approach that focuses on the individual as a whole and includes all voices.



“When all opinions are equal the outcome is always a better approach to care.”

People-centered care focuses on ...

Creating and nurturing a partnership that is mutual as well as beneficial to...



Why does people-centered care matter?

It focuses on wellness.

It encourages involvement.

It builds trust.

Why does people-centered care matter?

Client's and families feel listened to.

Client's and families feel a connection.

Client's and families feel cared about.

Policy 4.6 - People-Centered Care

Area: Health and Safety		No: 4.6	Approved: (signature required) <i>Joan Horwood BNRN</i>
Title: People-Centered Care	Issued: 2017	Revised: 2024	

POLICY: Horwood’s Home Care strongly believes that clients, family and home support workers should be involved in all aspects of their care.

PROCEDURES:

1. Referral intake is an opportunity to find out what the client’s needs are to prepare for the home visit and assessment in collaboration of the Service Provider Plan from Case Manager.
2. Horwood’s has an Advisory Committee made up of management, clients, their families, and home support workers. This committee meets quarterly to seek input from all parties involved within the agency.



Policy 4.6 - People-Centered Care

Continued

3. Horwood's Client Care Director will be responsible as the leadership member to coordinate people-centered care initiatives within the agency.
4. Horwood's COO will also be responsible for overseeing the protection of privacy and any breach of confidentiality. This COO may act as the Chief Privacy Officer.
5. Horwood's will engage client/family in shared decision making. According to Accreditation Canada, family includes extended family, their partners, friends, advocates, guardians, and other representatives.
6. Supervisory home visit allows Management to meet with client, Home Support Worker if available and if permitted by the client, their families. Some clients may not be able to communicate what they require effectively; therefore, family are required to be present for the assessment. There is a minimum of one home visit yearly (based on prioritization, clients may receive more than one) which includes completing client questionnaires and surveys. Clients will receive 2-3 phone check-ins as well. If our client permits, Horwood's will arrange a family phone meeting and complete a family questionnaire.



Policy 4.6 - People-Centered Care

Continued

7. The Client Contact Report form must be completed for each point of contact and forwarded to family (if permitted) and professional personnel as required.
8. Horwood's management will make every effort to involve clients, families and their home support workers in their care as much as possible.
9. Horwood's will follow the Personal Health Information Act when disclosing any health information.
10. All clients and their families will be welcomed with a transparent, open, and respectful manner by the following:
 - Introduction and explanation of their role
 - Asking permission before performing tasks
 - Explanation of what is being performed
 - Respectful tone
 - Providing an opportunity for feedback, concerns, and questions
 - Following Individual's Rights and privileges
 - Respecting individual's confidentiality and privacy

An All-Inclusive Approach

- Horwood's believes all individuals must be treated with equality, respect, and integrity.
- Staff, clients, and families sign Individual Rights and Privileges during onboarding.
- No persons will be discriminated regarding their culture, beliefs, or individuality.



“HEAR THE CLIENT VOICE AT EVERY LEVEL OF SERVICE—EVEN WHEN THAT VOICE IS A WHISPER”.

THE BERWICK REVIEW: A PROMISE TO LEARN - A COMMITMENT TO ACT.