Person-Centred Approaches to Care

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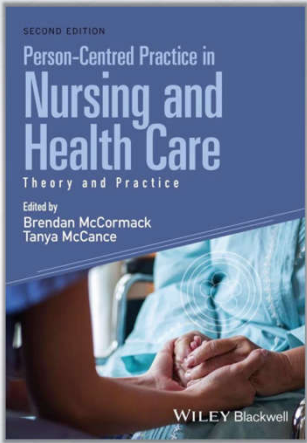Queen Margaret University

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www.qmu.ac.uk

SECOND EDITION

Person-Centred Practice in
Nursing and Health Care

Theory and Practice

Edited by
Brendan McCormack
Tanya McCance

WILEY Blackwell

2

Person-centredness: introduction

There is a strong desire to live out person-centred values

*"The constant tussle between conflicting priorities …
and the desire to live out person-centred values
in practice … while acknowledging that everyday
practice is challenging, often stressful, sometimes
chaotic and largely unpredictable …"*

(McCance *et al.*, 2013)

3

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HSTalks

Patient experiences

Patients' experiences of in-hospital care when nursing staff were engaged in a practice development programme to promote person-centredness: A narrative analysis study

Elizabeth A. Laird [a,*], Tanya McCance [b], Brendan McCormack [c], Bernadette Gribben [d]

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[c] Queen Margaret University, Musselburgh, East Lothian EH21, United Kingdom
[d] Person-Centred Care, Belfast HSC Trust, United Kingdom

What are the common themes in patients' health care experiences?

Vulnerability

4

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Vulnerability at the junctures of systems, care processes and nurses' responses

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Feel very vulnerable when nurses are inconsistent or not focused on helping them across different systems

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Person-centredness

"*Person-centredness is an approach to practice established through the formation and fostering of healthful relationships between all care providers, service users and others significant to them in their lives*"

Person-centredness is more than just about the care, but also about how the staff experiences person-centred values and principles

Unless the staff experiences these values in the work context it is immoral to expect them to deliver those values

5

(McCormack & McCance 2016)

Person-centredness

"*Person-centredness is an approach to practice established through the formation and fostering of healthful relationships between all care providers, service users and others significant to them in their lives*"

"*It is underpinned by values of respect for persons (personhood), individual right to self determination, mutual respect and understanding. It is enabled by cultures of empowerment that foster continuous approaches to practice development*"

(McCormack & McCance 2016)

Person-centredness

Culture of care is critical!

(McCormack & McCance 2016)

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Criticism

Person-centredness is often seen in a superficial way
About simple choices

Person-centredness is about *connecting* with who a person actually is, their care needs, hopes and desires

6

"As the little prince dropped off to sleep,
I took him in my arms and set out walking once more.
I felt deeply moved, and stirred. It seemed to me, even,
that there was nothing more fragile on all the Earth.
In the moonlight I looked at his pale forehead,
his closed eyes, his locks of hair that trembled
in the wind, and I said to myself:
'What I see here is nothing but a shell.
What is most important is invisible …' "

(*The Little Prince*, Antoine de Saint-Exupéry)

Criticism

The deeper connections with people
are not about superficial qualities
but about deeply held beliefs,
desires and values

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The capabilities approach
(Entwistle & Watt 2013)

"The basic idea of the capabilities approach is that what makes for good lives is having capabilities for valued functionings. The approach generally encourages an evaluative focus on the extent to which people are free and able to be and do what they have reason to value being and doing"

TOGETHER WE MAKE DREAMS COME TRUE

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Capabilities approach
(Entwistle & Watt 2013)
Person-al Capabilities

Respect and Compassion

Responsiveness to subjective experiences

Support for capabilities for autonomy

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Person-centred practice framework

MACRO CONTEXT
PREREQUISITES
PERSON-CENTRED PROCESSES

Working with the Patient's Beliefs and Values

Providing Holistic Care

PERSON-CENTRED OUTCOMES
• Good Care Experience
• Involvement in Care
• Feeling of Well-Being
• Existence of a Healthful Culture

Engaging Authentically

Being Sympathetically Present

Sharing Decision Making

THE CARE ENVIRONMENT

8

(McCormack & McCance 2017)

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Person-centred practice framework

Person-centredness applies to all persons and is not just about care

Tries to capture core values of persons

This framework is multidisciplinary

(McCormack & McCance 2017)

Person-centred practice framework

(McCormack & McCance 2017)

The PCP framework

Macro Context
Political & strategic influences

Prerequisites
Attributes of the practitioner

Outcomes
Results of effective person-centred practice

Care processes
Delivering care through a range of activities

Care environment
The context in which care is delivered

9

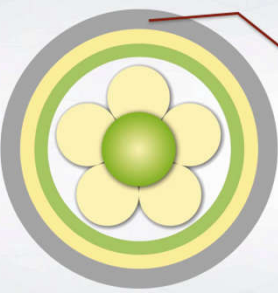**The screen versions of these slides have full details of copyright and acknowledgements**

Macro context

- Health & social care/policy
- Strategic frameworks
- Workforce developments
- **Strategic leadership**

One of the biggest challenges

10

Macro context

- Health & social care/policy
- Strategic frameworks
- Workforce developments
- **Strategic leadership**

Nursing needs to be very strong in its leadership!

Prerequisites
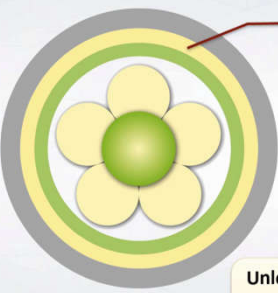
- Professionally competent
- Developed interpersonal skills
- Commitment to the job
- Clarity of beliefs & values
- **Knowing 'self'**

Unless we know ourselves as a person it's difficult to know how to connect to another

11

Care environment

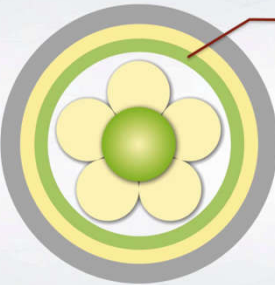Environment plays a huge role on how effectiveness happens in practice

12

Care environment

- Appropriate skill mix
- Shared decision making systems
- Effective staff relationships
- Supportive organisational systems
- Power sharing
- Potential for innovation & risk taking
- The physical environment

Care environment

Environment plays a huge role on how effectiveness happens in practice

Person-centred processes

- Working with beliefs & values
- Being engaged
- Having sympathetic presence
- Sharing decision making
- Providing holistic care

13

Outcomes

4 outcomes and
4 tools/processes
to evaluate them

14

Outcomes

- Experience of good care
- Involvement with care
- Feeling of well-being
- Existence of a healthful culture

Measured By:

- Person-centred Practice Inventory (PCPI)
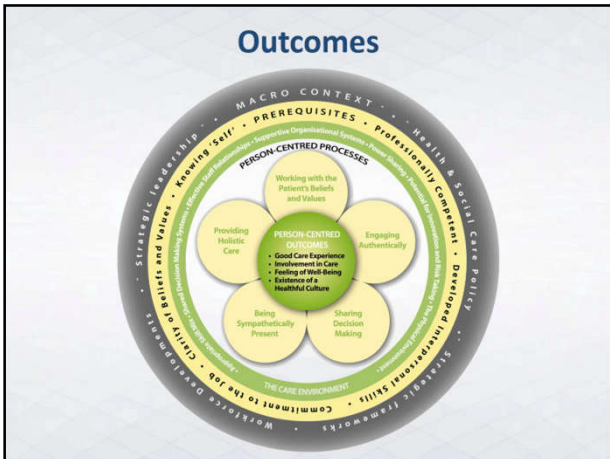- Observations of Practice
- Narrative & Stories
- Routine data

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Outcomes

15

Flourishing

"Human flourishing occurs when we bound and frame naturally co-existing energies, when we embrace the known and yet to be known, when we embody contrasts and when we achieve stillness and harmony.
When we flourish we give and receive loving kindness."

(McCormack & Titchen, 2015)

16

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Human flourishing is both the <u>end</u> (outcome) and the <u>means</u> (processes) of collaborative, cooperative and transformational practices

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Person-centred moments
versus **person-centred care**

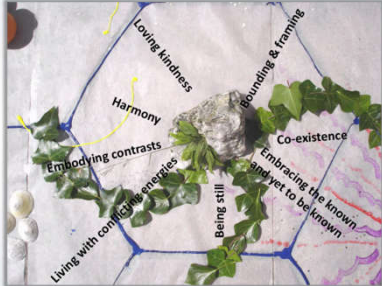| Enabling Engagement	Conflicting Priorities	Living Person-centred Care
Ways of working	Feeling pressurised	Embracing person-centred values
Building relationships	Staffing and resources	Being confident and competent
Maintaining momentum	Evolving context	

17

(McCance *et al.*, 2013)

Developing flourishing communities

"See the conditions that have come together to create a context in which people behave in a certain way, and then change those conditions"

Loving kindness
Grounding & framing
Harmony
Co-existence
Embodying contrasts
Embracing the known and yet to be known
Living with conflicting energies
Being still

(After McCormack & Titchen 2015)

18

Bounding and framing

Being Strong

Strength & Gentleness

How do we frame our practice?

19

Bounding and framing

Background & Foreground

What is given most priority?

- Getting through the task?
- Thinking through what the final goal is?

Bounding and framing

What boundaries are in place and how are you helped to frame the background and foreground priorities

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Co-existence

Connectivity

Energies

Loving kindness

How are you helped within your setting to connect to others in a meaningful way?

20

Embracing the known and yet to be known

Connected relationships

Living each moment

Engagement

In what ways do you engage with colleagues and how do you use learning processes to enhance those engagements?

21

Living with conflicting energies

Challenge as a mental jolt

Moments of crisis

How do you, and the setting you work in, manage these kinds of crises?

22

Being still

Complementary spaces

Clutter & Busyness

Creating stillness

How do you build stillness into your everyday practice?

23

Embodying contrasts

The seemingly insignificant

Appreciating contrasts

Juxtapositions

How do you build into your care planning what may seem insignificant to you but not to service users?

24

Harmony

No beginning, no end

Capacity to be human

What development processes are there in your setting & how are they used to build more humanistic relationships?

25

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Making person-centredness (more) real

- Respect for _all_ persons
- Cultures that value feedback, challenge and support with leaders who possess the skills of enabling facilitation
- Organisations with a person-centred vision and that are committed to transformational learning
- Strategic plans that support person-centred and evidence-informed cultures of practice
- Equal valuing of all knowledge and wisdom
- Person-centred accreditation systems
- Creation of a (inter)national movement for person-centredness

26

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"To be truly happy in this world is a revolutionary act because true happiness depends on a revolution in ourselves"

(Salzberg 2002)

27

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Thank You

28

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