Person-Centred Practice

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Enhancing person-centred practice: the opportunities and challenges

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Contemporary healthcare

At a global level, person-centredness is increasingly viewed as a philosophical underpinning of healthcare systems that places people at the centre.

World Health Organisation (2015) view people-centred health services as..

“...an approach to care that consciously adopts the perspectives of individuals, families and communities, and sees them as participants as well as beneficiaries of trusted health systems that respond to their needs and preferences in humane and holistic ways” (p.10).
THE VISION: lead long, healthy and active lives

They will underpin a new model of person-centred care focused on prevention, early intervention, supporting independence and wellbeing. This will enable the focus to move from the treatment of periods of acute illness and reactive crisis approaches, towards a model underpinned by a more holistic approach to health and social care (p11).
What is 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 2017)
The concept of ‘person’

• What values I consider to be important
• How I express my beliefs
• How I engage emotionally in my relationships
• My dreams, hopes and desires for my life
• The kind of life that I want to live
The challenge for enhancing person-centredness?

- Treating people as individuals
- Respecting their rights as a person
- Building mutual trust and understanding
- Developing therapeutic relationships
The context: *The burning platform*

- Demographic change
- Health inequalities
- Rising demand
- Workforce
- Financial sustainability

Challenges in our systems

• Physician-centred models
• Paternalistic and controlling cultures
• Workforce issues
• Reform of professional education
• Interdisciplinary working
• ........
Challenges for our staff

“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)
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(McCance et al, 2013)
Patients’ experiences of in-hospital care when nursing staff were engaged in a practice development programme to promote person-centredness: A narrative analysis study

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The spectrum of the care experience

**Best practice**
Care that is mediocre
(Defn: of only ordinary or moderate quality; neither good nor bad; barely adequate)

**Failures in our system**
Person-centred Nursing Framework
(McCormack & McCance 2006, 2010)

- Person-Centred Outcomes
  - Satisfaction with Care
  - Involvement with Care
  - Feeling of Well-Being
  - Creating a Therapeutic Culture

- Providing for Physical Needs
- Sharing Sympathetic Presence
- Working with the Patient's Beliefs and Values
- Engagement

CARE PROCESSES

- Providing Holistic Care
- Engagement
- Having Sympathetic Presence
- Shared Decision Making
- Creating a Therapeutic Culture

PREREQUISITES: Professionally Competent. Developed Interpersonal Skills. Knowing 'Self'.

THE CARE ENVIRONMENT: Commitment to the Job. Commitment to the Job. Quality of Beliefs and Values. Shared decision making.

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Person-centred Practice Framework
(McCormack & McCance 2017)
Using a different lens to learn from practice?
The Person-centred Practice Framework

- **Care Processes**: Delivering care through a range of activities
- **Prerequisites**: Attributes of the practitioner
- **Outcomes**: Results of effective person-centred practice
- **Care Environment**: The context in which care is delivered
Framework outcomes

- A good care experience
- Involvement with care
- Feeling of well-being
- Creating a healthful culture

Quadruple aim

- Improving the health of our people
- Supporting and empowering staff
- Improving the quality and experience of care
- Ensuring sustainability of our services
Health

Health reflects living a positive life, which embraces all dimensions of our being, reflecting the on the work of Seedhouse (1986) who refers to a set of conditions that enables a person to work to reach their potential and describes health in relation to ‘foundations for achievement’ e.g.

• basic needs of food, drink, shelter, warmth etc.
• access to the widest possible information and the skills and confidence to assimilate this information
• recognition that an individual is never totally isolated from other people and the external environment and cannot be fully understood separated from the influence of their environment.
The PCP Framework

**Care Processes**
Delivering care through a range of activities

**Prerequisites**
Attributes of the practitioner

**Outcomes**
Results of effective person-centred practice

**Care Environment**
The context in which care is delivered

**Macro Context**
Political & strategic influences
The macro context

- Health and social care policy
- Strategic frameworks
- Workforce developments
- Strategic leadership
Person-centred Practice Framework

- Globally adopted
- Translated into 3 languages
- Embedded in practice
- Underpins delivery of improvements in practice
- Underpins strategy and policy frameworks
- Used as a theoretical framework in research and as a curriculum framework
- Identifies outcomes and has driven instrument development
- Contributed to theory development and further testing

(McCormack & McCance 2017)
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.