

Principles of Person-Centered Care (PCC)

Courtesy of Nazareth Living Center, St. Louis, MO

1. Enable residents to have satisfying lives.
2. Provide living spaces individualized to meet the personal needs and desires of each resident. (Example: Welcome a new resident and discuss how to personalize the room.)
3. Empower all staff, regardless of job title or position, to have the decision-making ability and authority to intervene for, advocate for and support residents. (Example: Resident wants to have an end table moved.)
4. Acknowledge and honor residents' lifelong patterns by responding to their preferences and needs. (Example: Resident wants to sleep in later, bathe in the evening and have a more flexible schedule consistent with his/her life before the nursing home.)
5. Provide opportunities for staff to experience personal growth, development and a sense of accomplishment. (Example: Employees talk about career advancement opportunities in the break room.)
6. Encourage residents, staff and families to participate in activities that foster physical, mental, spiritual and social growth and development. (Example: Activities staff receives input from a male resident on more interesting activities for men.)
7. Be "good neighbors" by responding to the needs of the broader community. (Example: Practice safe and responsible driving on grounds and while exiting the campus.)
8. Promote a healthy spirit by fostering fun and good humor. (Example: Staff is excited and plans to participate in an upcoming talent show.)

Please talk over the principles of PCC with your co-workers, then reflect on and answer the following questions:

1. Identify current practices that support the PCC principles.
2. Identify policies and procedures or practices that hinder it.
3. Recommend changes that will promote and support the PCC principles.