

Factsheet 29

Updated on 14 January 2021

Person-centred practice – “Let’s do this together.”

This factsheet has been designed for use by healthcare professionals only.

“Caring for ourselves and others” with person-centred practice

The current pandemic has changed the face of health care delivery beyond recognition. With the move to virtual consultations and online health advice the opportunity to continue with our quest for patient-centred care has never been so important.

In a time of crisis there is a tendency to focus on the task to be completed and meet the demands of the data collection and compliance requests. This factsheet will revisit some of the aspects of patient-centred care and practice that we can offer to ourselves, patients, and colleagues.

Patient-centred care

The principles of this have emerged over the past 20-30 years and now have a sound evidence base with the work of researchers in the field publishing their work on a global platform (McCormack, Clance, and Dewing).

‘Person-centeredness’ is a term that is becoming increasingly familiar within health and social care at a global level; it is being used to describe a standard of care that ensures the patient/client is at the centre of care delivery.

(McCance, T., McCormack, B., Dewing, J., 2011).

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Putting the person at the Centre

The Picker Institute in a recent publication (2020) states:

“It is tempting to argue that the proper response to a crisis should be to pare back services to their most fundamental elements: to focus singularly on clinical care. But every care episode, every treatment, is at its most basic a personal interaction – and even under the greatest stress we should strive to keep patients at the centre of service.”

It is important to consider the following in preparation for your consultation and meetings with patients:

- Values and beliefs
- What matters to the person- currently?
- Influence of language
- Care and compassion
- Dignity and respect
- Coordination and integration of care
- Information and education



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During the current Covid-19 situation and how your practice may have changed, think about the importance of putting the person at the centre of the care conversation.

These principles also should be applied to your team members to ensure that person-centred practice is embraced

- All the above
- Values and belief of team members
- Staff preparation for care delivery
- Skill mix and developing new skills rapidly
- Leadership- authentic leadership
- Planning care including any risks
- Quality assurance and innovation.
- Unlock the person-centred potential in everyone
- Culture of kindness
- Time for reflection and mindfulness

It is important that shared decision making is enhanced when dealing with difficult situations. Coming out of the pandemic we will need to ensure that we have continued to engage with our patients carer’s and service users.

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If you would like to read more about person-centred care and practice, access the following reading material:

- [A quick guide to person-centred care](#)
- [Principles of Person Centred care](#)
- [Person-centred care during the COVID-19 pandemic](#)

References: McCance, T., McCormack, B., Dewing, J., (May 31, 2011) "An Exploration of Person-Centeredness in Practice" OJIN: The Online Journal of Issues in Nursing Vol. 16, No. 2, Manuscript 1.