

People at the Centre of Health and Care

National Person-Centred
Health and Care Programme



Leadership for Person Centred Care Session 2.1 11.45am – 13.00 pm





- *I've learned that people will forget what you have said, people will forget what you did, but they will never forget how you made them feel*

Maya Angelou

Facilitators of person centred care

- Strong committed senior leadership
 - Clear communication of the strategic vision (and alignment of infrastructure)
 - Active engagement of the patient and families throughout the organisation
 - Sustained focus on staff satisfaction
 - Active measurement and feedback reporting of patient experience
 - Adequate resourcing of care redesign
 - Staff capacity building
 - A culture strongly supportive of change and learning
- Luxford et al, 2011

It's not that simple....

- Complex – journey is never linear
- Major cultural shift
- Change in philosophy of how patients and those who care for them are viewed, treated and connected with
- Involves everyone
- It includes how we think, how we behave and how we design our organisations and processes
- Avoid recipe book approaches which can act against achieving person centredness in practice

Being and doing ...

- Keeping the perspective – why we are here
- What matters to you?
- Intent
- Noticing
- Being curious
- Catching our staff doing something right

Balance Advocacy and Inquiry

Authentic voice

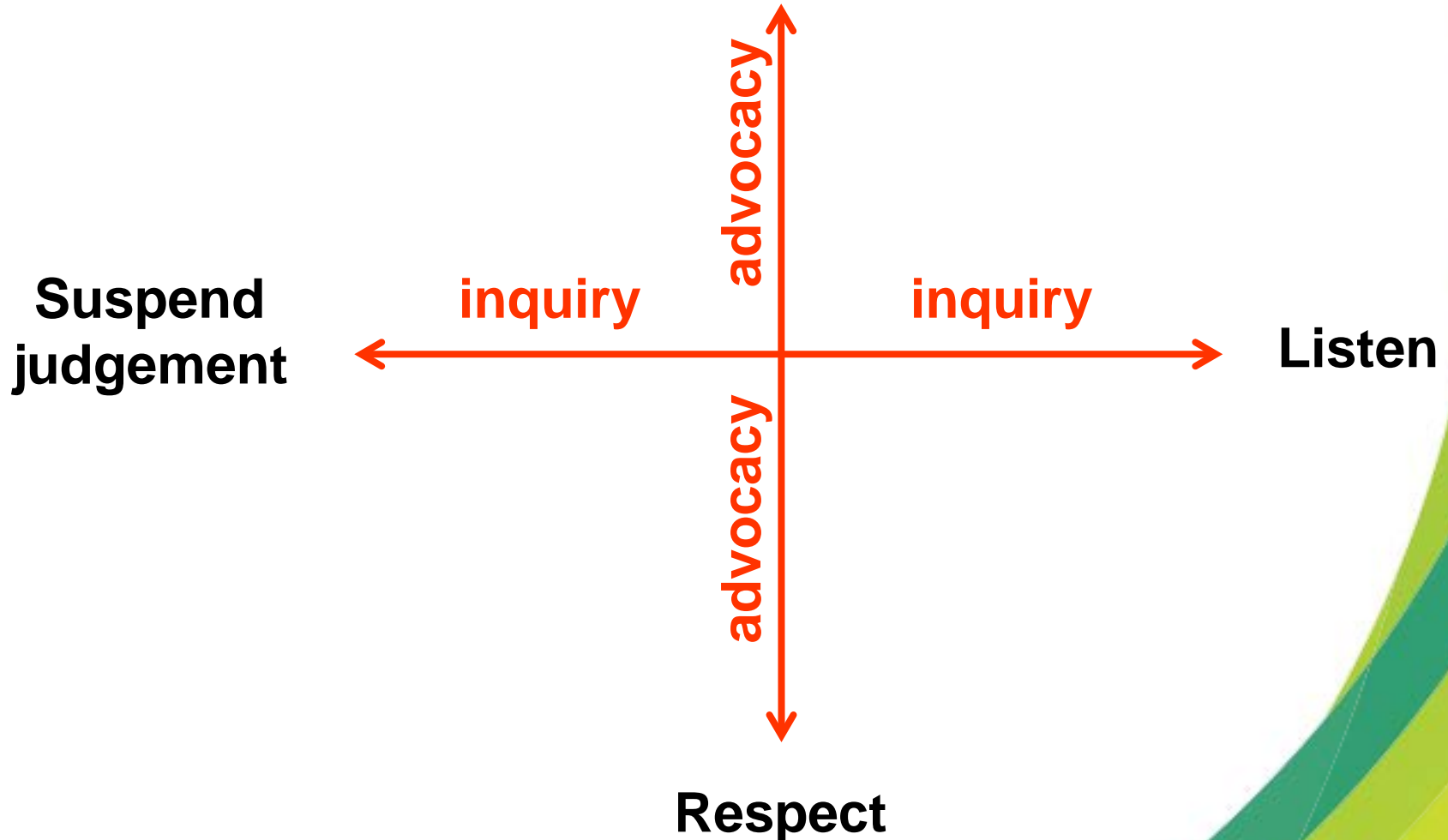


Table discussions

Identify your table host

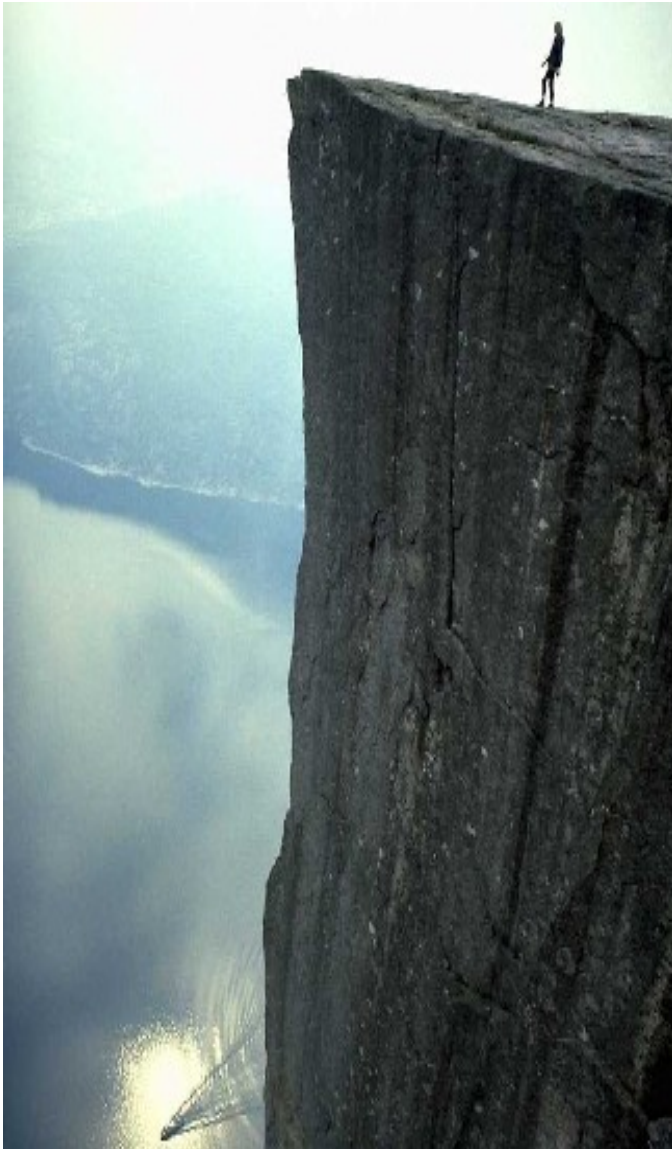
First – Check in at the tables by discussing

What processes do you use to make sure people at the centre of health and care?
(e.g. walk rounds, shadowing, exchanges, 360)

Second – Invite discussion on practices for good conversations

- Authentic voice
- Respect
- Suspending Judgment
- Listening

1. What does this mean for me?
2. How does this show up in the processes we use to make sure the voices of people who use our services and those of our staff are at the centre of health and care?



Whatever their level or role in the organisation, every employee ultimately chooses whether to contribute the minimum levels of performance required (or to sabotage) or to go beyond the minimumto offer outstanding effort in their role

Alimo-Metcalfe and Alban-Metcalfe, 2008, p9

Outcome:

What small change to your practice will you make next week?