

Health care practices and services need to be directed towards and organised around the needs of people who use and are served by health care service providers.



### PERSON CENTERED HEALTH CARE RECOGNIZES

- people as whole human beings, not diseases or conditions
- people as individuals who have specific needs and specific responsibilities
- people live in individual and social contexts that shape their experiences, relationships and responses to health and care
- the individual has autonomy to think and act for themselves, to be heard and respected and to make decisions for themselves
- relationships are built on familiarity, respect and trust are important

### PEOPLE AND PRACTITIONERS IN PARTNERSHIPS

- partnerships are built all the way along the health-disease continuum
- partners need shared goals
  - the goal of health care is to identify and develop shared responses to health needs or problems
- partnerships are built on bonds of respect, trust and cooperation in a working alliance. In health care the working alliance between health practitioners and individuals and families requires that ...
  - both sides have to understand the problem
  - both sides have to agree on a plan to address the problem
  - both sides have to put the plan into practice
- partnerships are ways of developing shared responsibility
  - professionals and practitioners need to take responsibility for what they know and do, but they can't do health for or to people
  - individuals and families have to take responsibility for their own health and the health of people around them
- partnerships are relationships between organizations and systems
  - people's health is better served when there are strong positive relationships between public and private, traditional and alternative systems of health care
  - people's health is better served when health care systems build strong positive relationships with other service providers
  - people's health is better served when health care and other systems build strong, positive relationships with the communities they serve

### CONTINUITY OF CARE

continuity happens when a person's health is connected, coherent and consistent. There are three kinds of continuity

- i. relationship continuity - that is ongoing interaction or working alliance between health care users and health care providers, as individuals or teams, over time
  - Having a family or personal clinician or doctor is one way to build relationship continuity but it is not common. Another way is to build continuity through an individual in the team, such as a community health worker.
- ii. management continuity - that is a consistent and coherent approach to the management of a health condition that responds to changing individual needs
  - In complex systems of health care management plans and care protocols are used to guide management continuity
- information continuity - that is the information thread that links an individual's health and care over time and that links health care providers to one another
  - Although this is difficult to achieve, it can be done, for example through paper based technology such as the family held health files. It can also be done through the use of mobile device electronic records that stretch across an individual's health care network from community health workers to health professionals