



Bringing *Person-Centered Care* to Life

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#PersonCenteredCare*

Personhood

social service needs **relationships** **physical health needs**

Dignity **compassion**

Person-Centered Care

Multifaceted needs **Shared decision-making**

respect **preferences** **values** **Voice**

Project Purpose

To develop a clinical case (rooted in research) for person-centered care for older adults with chronic illness and functional impairment



“Person-centered care” means that individuals’ values and preferences are elicited and, once expressed, guide all aspects of their health care, supporting their realistic health and life goals.

Understanding Person-Centered Care

- Individuals' values and preferences are elicited.
- These values and preferences guide all aspects of their health care.
- We (hcps and our patients) use these to support realistic health and life goals.

Person-centered care is achieved through a dynamic relationship among individuals, others who are important to them, and all relevant providers. This collaboration informs decision-making to the extent desired by the individual.

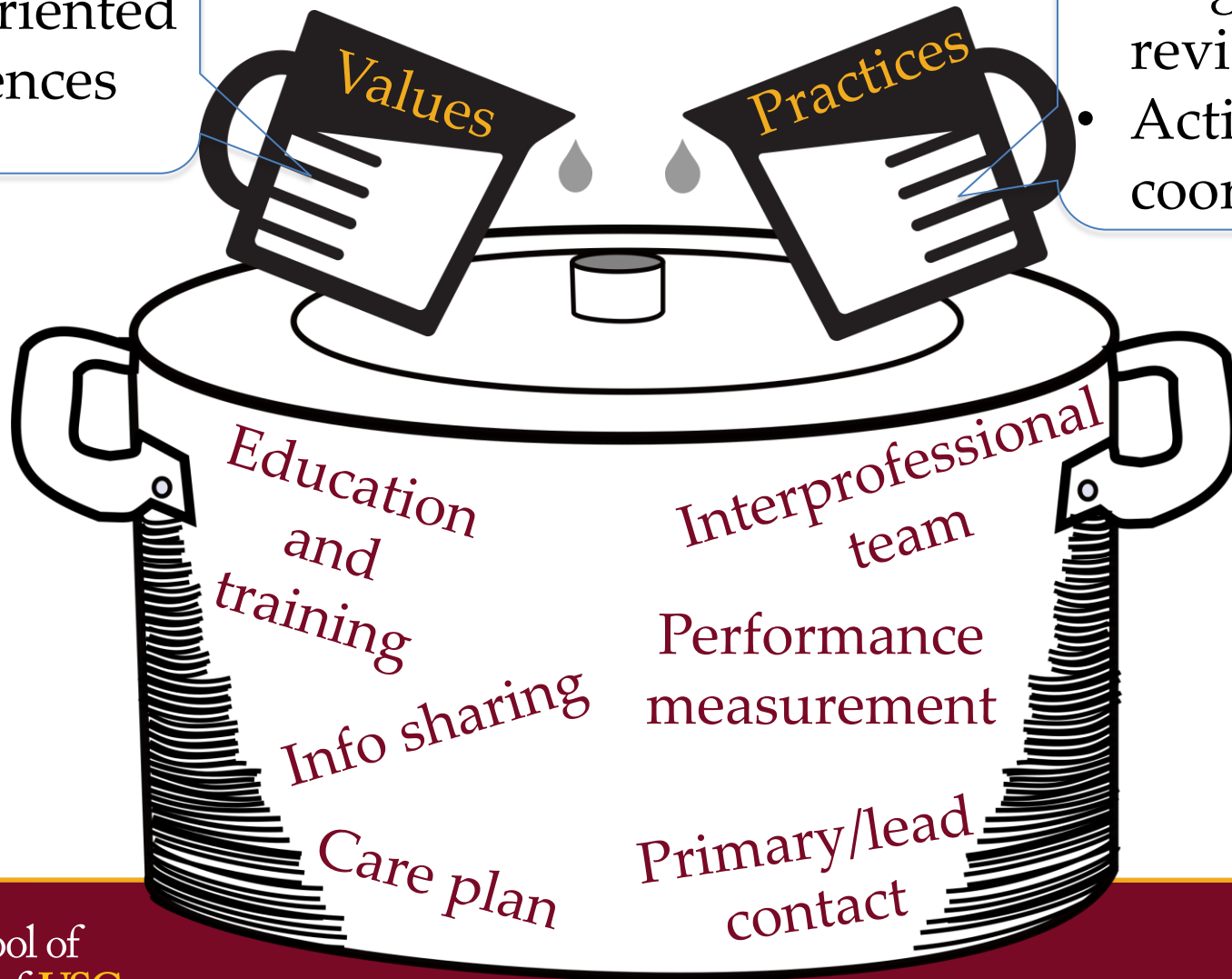
Achieving Person Centered Care

- May involve several people
 - Person/patient
 - Those who are closest to them
 - Health care providers
- It's a collaborative process, involving shared decision-making to the extent desired by the individual

Summary of Essential Elements

- Goal-oriented
- Preferences

- Ongoing review
- Active coordination



Summary of Essential Elements

- Care plan
 - Individualized, goal-oriented, based on the person's preferences, ongoing review
- Interprofessional team
 - Primary/lead point of contact, continual info sharing, active coordination, integrated communication
- Performance measurement

Challenges

- Time
- Expense
- Communication
- Coordination
- Electronic Health Records

Knee replacement surgery?

Mrs. L

- 87 years old with early stage AD, osteopenia, hypothyroid, chronic pain, depression, hyperlipidemia, hypertension, arrhythmia
- Lives in own home with her husband of 54 years
- Health care team: pcp, orthopedist, cardiologist, LCSW, PT

The Process

Old way of thinking

Person Centered Care

The Process

Old way of thinking

- Orthopedist recommends
- Cardiology clearance is obtained
- Mrs. L agrees to it
- Voila! Surgery.
- Best wishes when you go home.

Person Centered Care

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Person Centered Care

- What things are most important/meaningful to Mrs. L?
- How will this surgery support or detract from these things?
- How will her team coordinate before and after surgery so she gets home quickly and safely?

Challenges....Real? Perceived?

- Time
- Expense
- Communication
- Coordination
- Electronic Health Records

Think

- How can person-centered care be incorporated into your practice?
 - New Kids on the Block: Whole person care and health homes
 - Fostering Care Coordinators in your Integrated Model
- What benefit(s) might person-centered care bring to your organization and those you serve?
 - New Quality Measure Approaches in PCC
 - Getting Person-Centered to Get Results

Summary

- ✓ Changing the way health care providers think about the practice of medicine.
- ✓ Creating higher expectations and delivering on them.
- ✓ Improving the lives of older adults with chronic health conditions and functional impairment.

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Expert Panel Members

Community-Based Health Care and Social Service Exemplar Programs

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