

# Person-Centered Approach vs Medical Model of Care

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# Dual Role of Nursing Homes



A place where people receive needed health care and assistance with ADLs



a place they call “HOME”

# Medical Model

- Task-oriented, routine driven
- Focus is on problems
- Residents frequently have different care staff
- Management makes most decisions without input from residents, families, or direct-care staff

# | Why is person-centered care important?

- Respect for individuality
- Enhanced quality of life
- Promotes autonomy and independence
- Improves health outcomes

# Person-Centered Approach

Reduces  
behavior  
problems

Fosters  
positive  
relationships

Encourages  
family  
involvement

Staff  
satisfaction  
and retention

# Person-Centered Model

**1**

**Organizational support of PCC—Systemic change**

**2**

**Staff alter their work routines to honor residents' preferences**

**3**

**Management seeks input from resident, families, and staff before making decisions that affect the residents' daily lives**



# Implementation

- Requires examining systems that are barriers to person-centered care
- Comprehensive Resident Assessments
- Involving Residents and Families in Care Planning
- Creating personalized routines
- Adapting the physical environment
- Empowering and training staff
- Adapting care for those with cognitive impairments
- Continuous evaluation and improvement

# Regulatory Support of Person-Centered Approach

- CMS—The Reform of Requirements for LTC Facilities (2016)
  - Key provisions: resident-centered careplans, choice and autonomy, communication and participation
- Quality Assurance and Performance Improvement (QAPI) Program
  - Regular assessment and improvement
- Person-Centered Care Focus in Care Compare and Five-Star System
- The Older Americans Act (OAA)
  - Long-Term Care Ombudsman Program



# Resources

- Pioneer Network <https://www.pioneernetwork.net>
- Action Pact <https://www.actionpact.com>
- National Ombudsman Resource Center <https://ltcombudsman.org>
- MakeShift: People First Scheduling <https://blog.makeshift.ca/culture-change-in-nursing-homes>