

What Is Person-Centered Care?

Person-centered care is a team-based approach where a person's values and preferences guide all aspects of their health care, supporting their realistic health and life goals. Person-centered care is achieved through a dynamic relationship between the person, those who are important to them, and all relevant providers.

How Does Person-Centered Care Help?

OLDER ADULTS	FAMILY & FRIENDS	MEDICAL PROVIDERS
<ul style="list-style-type: none"> • Receives care that's based on their preferences and values • Experiences fewer side effects that occur when a solely curative approach to care is taken • Strengthens ability to stay in the community • Improves their quality of life 	<ul style="list-style-type: none"> • Helps with the emotional, logistical and physical challenges of caregiving • Ensures shared decision-making • Coordinates with community resources 	<ul style="list-style-type: none"> • Fosters a relationship with the person, and uses knowledge of the whole person for more effective care



People with complex-care needs are at risk of spending more time in the hospital or emergency room.



Lower Rate of Provider Burnout

Health care systems that apply person-centered care have reduced instances of provider burnout.

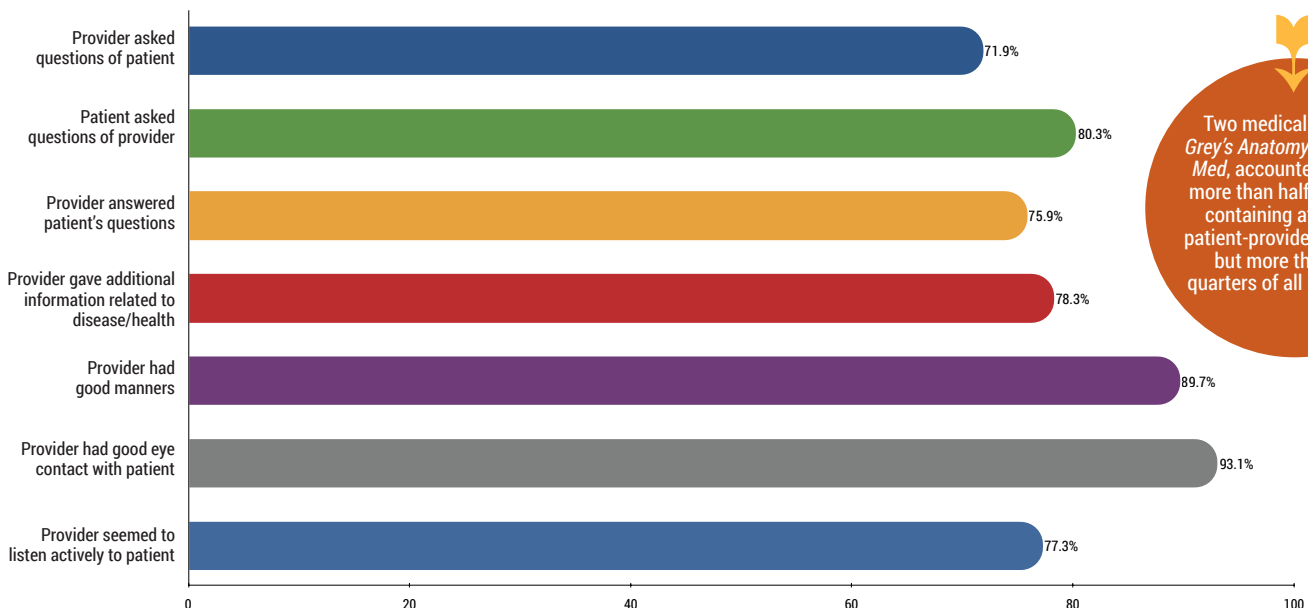
Non-medical services such as help with cooking, cleaning, getting to appointments, and taking medications are critical to ensuring that a person can continue living at home. But these kinds of services are not covered by Medicare and can be difficult to access and afford.



Person-Centered Care on Prime Time Television

Viewers learn from what they see on TV, including what to anticipate in interactions between doctors and people receiving care. When TV shows depict person-centered care, people may learn to expect more from their providers. HH&S analyzed the presence of person-centered care in 203 TV interactions between patients and providers.

Provider-Patient Behaviors That TV Depicted Well



Two medical programs, *Grey's Anatomy* and *Chicago Med*, accounted for a little more than half of episodes containing at least one patient-provider interaction, but more than three-quarters of all interactions.

Among the interactions that were minimally depicted on TV: provider asking patient about psychosocial issues (8.4%); provider asking patient to repeat instructions back (3.9%); provider giving educational material to patient (5.4%); and provider helping patient navigate resources (8.4%).