Person-Centred Care Module 2:
Applying the 8 Dimensions of Person-Centred Care

The images used in this presentation are from Cleveland Clinic’s (2013) *Empathy: the human connection to patient care* - [http://www.youtube.com/watch?v=cDDWvj_q-o8&list=PL95B29FDF6B7A3B17](http://www.youtube.com/watch?v=cDDWvj_q-o8&list=PL95B29FDF6B7A3B17)

*Cleveland Clinic has provided these images to Metro South Health for the use in staff training. These images must not be modified in any way.*

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Walk in the person’s shoes

Bringing to mind your assumptions and beliefs about what this person may be experiencing....

1. What do you see and hear?
2. Describe how they may be feeling.
3. What do you think they may be thinking?
4. What could have led to this moment?
5. What behaviours may result from these feelings?

Plan for action around the 8 dimensions of person-centred care

6. How could you respond to these behaviours (in a way that acknowledges his feelings)?
7. How could your service/ department create an environment that facilitates Person-Centred Care?

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Eight Picker Principles of Patient-Centred Care

- Respect for patients’ values, preferences and expressed needs
- Emotional support and alleviation of fear and anxiety
- Physical comfort
- Information, communication and education
- Continuity and transition
- Coordination and integration of care
- Involvement of family and friends
- Access to care

Picker Institute, 1987 [http://pickerinstitute.org/about/picker-principles/](http://pickerinstitute.org/about/picker-principles/)
Has been dreading this appointment.
Fears he waited too long.

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Source: Cleveland Clinic - Empathy: the human connection to patient care - [YouTube video](http://www.youtube.com/watch?v=cDDWvj_q-o8&list=PL95B29FDF6B7A3B17). Cleveland Clinic has provided these images to Metro South Health for the use in staff training. **These images must not be modified in any way.**
Too shocked to comprehend treatment options.

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Husband is terminally ill.

Visiting Dad for the last time.

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Daughter is getting married on Saturday. Determined to be there.

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Source: Cleveland Clinic - Empathy: the human connection to patient care - [Video](http://www.youtube.com/watch?v=cDDWvj_q-o8&list=PL95B29FDF6B7A3B17). Cleveland Clinic has provided these images to Metro South Health for the use in staff training. **These images must not be modified in any way.**
11,300 kilometers from home.

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Hoping to hold her today.

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They saw “something” on her mammogram.

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Ears all better. Finally!

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Car accident 6 months ago. Pain won’t go away.

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Want to know more? Person-Centred Care Resources

- Institute for Patient and Family-Centred Care - http://www.ipfcc.org/
- Planetree - http://planetree.org/
- Picker Institute - http://pickerinstitute.org/