

What is...

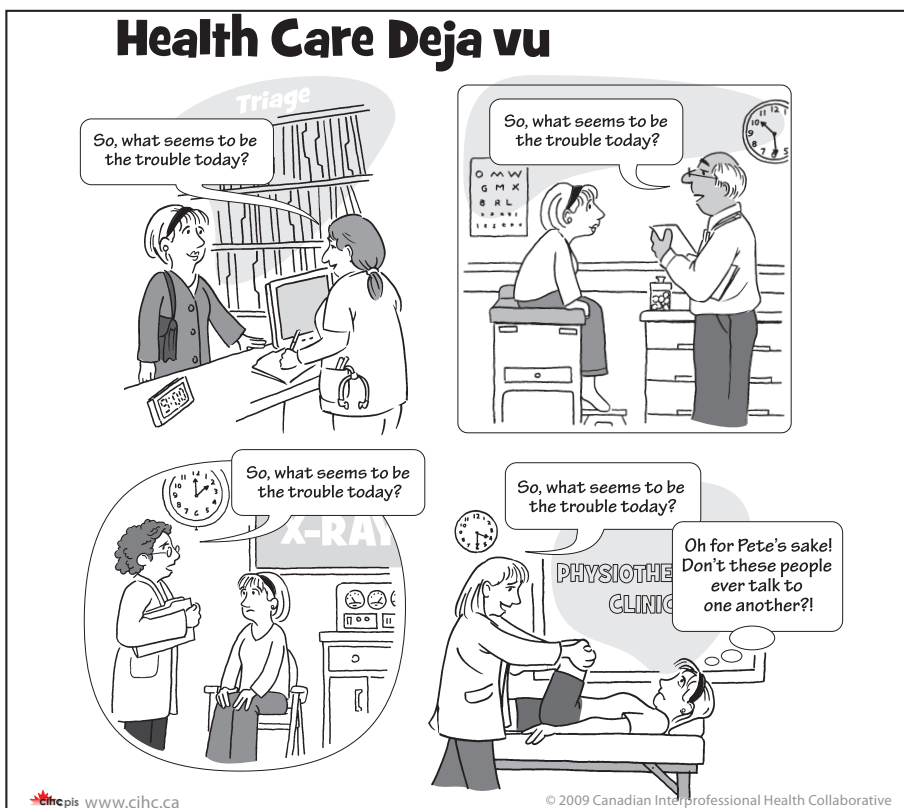
Patient-Centred Care

Patient-centred care means that the patient/client (and their family, if applicable) is at the centre of their own health care.

Patient-centred care involves listening to patients and families and engaging them as a member of the healthcare team when making care decisions.

When the patient is at the centre, the healthcare system revolves around their needs rather than the needs of healthcare providers, fiscal pressures or space allocation.

Patient-centred care does not mean patients get exactly what they ask for, but rather that patients are working with their healthcare providers to determine health goals that are realistic and achievable.



Patient-centred care:

- * Requires a balance between the professional knowledge of care providers and the personal knowledge of the patient and their family
- * Ensures the patient is listened to, valued and engaged in conversation and decision-making about their own health care needs
- * Focuses on the patient's goals and the professional expertise of the team
- * Adds the knowledge of all team members to the patient's self-knowledge and self-awareness.