**The Value of Person-Centered Care**

Person-centered care is a philosophy and practice that allows residents in skilled nursing facilities to continue to make decisions about their daily living choices while maintaining their dignity and independence.

**Benefits of Person-Centered Care**

* Resident satisfaction
* Better clinical outcomes
* Lower staff turnover
* Fewer call-offs
* Higher occupancy rates
* Revenue gains
* Improved market position

Person-centered care choices – like when to get up, what to eat, whether to shower or take a bath and when to go to bed – allow residents to maintain their self-reliance to the extent that they are able. Surveys and studies affirm that long-term care consumers prefer to live in an environment that respects individual choice and self-determination. Positive experiences for residents and their families lead to increased occupancy rates and care centers that are viewed as the preferred provider in a community.

**Incorporating Person-Centered Care into Daily Living**

Successful person-centered care programs are fostered by managers that encourage collaborative and group decision-making with a focus on the needs and desires of the residents. Close relationships exist among residents, family members, staff and the local community. Processes are in placed that allow for continuous quality improvement.

There are many ways nursing homes are incorporating change and choice into their daily routines. Some nursing homes have added one or two elements of choice while others have made more significant progress on their journey to change the culture of the nursing facility. Some person-centered care programs include:

**Consistent Assignment** The same team of staff members is assigned to the same   
 residents allowing them to recognize and report changes in behavior.

**Expandable Breakfast** For those who like to sleep in, residents can enjoy a continental   
 breakfast instead of an earlier, regularly scheduled hot   
 breakfast.  
  
**Snack Bar** Refreshments and healthy food snacks are available for guests   
 and residents during business hours.  
  
**Spa Program** Introducing aromatherapy and soothing music to the bathing   
 process.

**Flexible Bathing Schedule** Allows residents’ preference in choosing among a bath, shower   
 or sponge-bath and whether they prefer to bathe in the   
 morning or before bedtime.

**Flexible Dining Practices** Residents are offered at least two meal choices during certain   
 meals.  
  
**Elimination of Overhead Paging** Noise reduction brings a sense of calm and peacefulness to a place that residents call home.

**Other Benefits of Person-Centered Care**

* Fewer hospital readmissions
* Improvements in quality care
* Reduction in the unnecessary use of antipsychotic medication