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**
- 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

**FAMILY & FRIENDS**
- Helps with the emotional, logistical and physical challenges of caregiving
- Ensures shared decision-making
- Coordinates with community resources

**MEDICAL PROVIDERS**
- 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.

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.

Lower Rate of Provider Burnout
Health care systems that apply person-centered care have reduced instances of provider burnout.

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**

- Provider asked questions of patient: 71.9%
- Patient asked questions of provider: 80.3%
- Provider answered patient’s questions: 75.9%
- Provider gave additional information related to disease/health: 78.3%
- Provider had good manners: 93.7%
- Provider had good eye contact with patient: 93.1%
- Provider seemed to listen actively to patient: 77.3%

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%).