

People-Centered Care

PCC Guide



St. Luke's International University,
Graduate School of Nursing Science
Center for International & Community Partnerships

People-Centered Care Model



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What is People-Centered Care?

People-Centered Care (PCC) is a partnership between community members and healthcare professionals to improve the health problems of individuals or the community, an initiative aimed to create a society where those who receive care (community members) can protect their own health. It means that People-Centered Care (PCC) is an initiative whereby those who receive care (community members) play a central role.



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People-Centered Care consists of 3 types of partnerships.

There are 3 types of partnerships between community members and healthcare professionals. Firstly, the "Approach-type" partnership, healthcare professionals helps community members become aware of a health problem. Secondly, the "Support-type" partnership, healthcare professionals helps community members tackle their health problem. Thirdly, the "Collaboration-type" partnership, healthcare professionals encourages community members and stands by their side as they continue to handle their health problem themselves. The partnership type changes according to these 3 types depending on their awareness of, and involvement in, their health problem.



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The 8 elements community members and healthcare professionals share within People-Centered Care!

During the course of care provision intended to improve health problems under People-Centered Care(PCC), community members and healthcare professionals both experience the 8 partnership elements of understanding each other, trusting each other, respecting each other, using each other's strengths, taking on each other's roles, overcoming problems together, shared decision making, and learning together.



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The 8 partnership elements community members and healthcare professionals share.

People-Centered Care(PCC) involves 8 partnership elements in the course of care intended to improve a health problem. Community members and healthcare professionals both share the following 8 partnership elements.

1. Understanding each other
2. Trusting each other
3. Respecting each other
4. Using each other's strengths
5. Taking on each other's roles
6. Shared decision making
7. Overcoming problems together
8. Learning together

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Course of People-Centered Care

People-Centered Care(PCC) starts when either a community member or a healthcare professional expresses in words the presence of a health problem in an individual or the community, thus manifestation of self and social health problems. Then the community members and the healthcare professionals tackle the health problem together to improve it, namely, by setting a goal together, planning together, implementing together, assessing together, and sharing the results along this course of actions.



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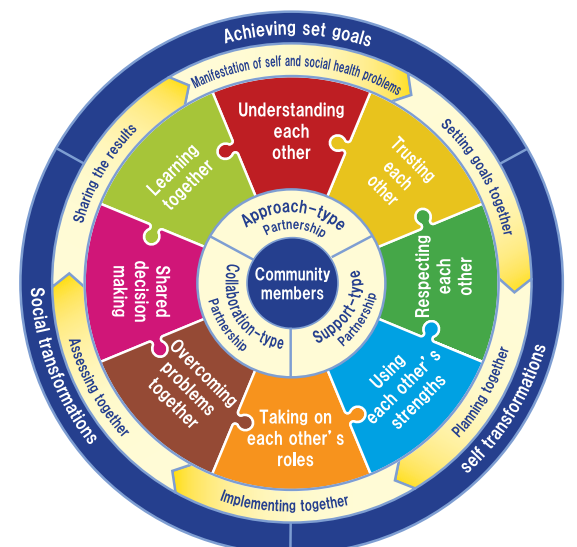
The results of People-Centered Care

There are three expected changes brought about by the partnership between community members and the healthcare professionals. Firstly, it is expected that community members and healthcare professionals will "achieve the set goal." Secondly, both community members and healthcare professionals tackle improvement of the health problems "self transformations". Specifically, an increase in resources, including information that is useful for health, consultants, and places where one can receive advice, is achieved. The relationship between community members and healthcare professionals also grows, and they develop communication skills and increase their health literacy. They will also increase their self-efficacy to change things, and they can expect to improve their health and quality of life. Thirdly, "social transformations" such as the introduction of a health-related problem-improving system, improvement of the quality of care, and changes in social systems can be expected.

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Understanding each other

"Understanding each other" means that you and the healthcare professional relate to each other by finding common ground to understand each other.

For example,
You and the healthcare professional have opportunities to communicate.
You and the healthcare professional understand each other's roles.



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Trusting each other

"Trusting each other" means that you and the healthcare professional have a secure relationship of believing each other.

For example,
You and the healthcare professional acknowledge a committed relationship with each other.
You and the healthcare professional communicate honestly with each other.



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Respecting each other

"Respecting each other" means that you and the healthcare professional respects each other and treat each other with consideration.

For example,
You and the healthcare professional respect each other's views.
You and the healthcare professional respect each other's roles.



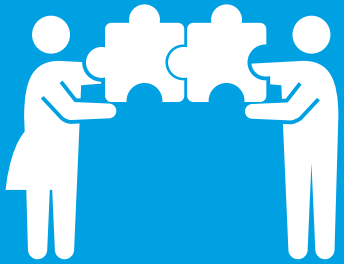
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Using each other's strengths

"Using each other's strengths" means that you and the healthcare professional share your respective strengths and specialties in your relationship aimed to improve a health problem.

For example,
You and the healthcare professional tell each other your expectations.
You and the healthcare professional work together to change local health policy that limits access to health care.



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Taking on each other's roles

"Taking on each other's roles" means that you and the healthcare professional acknowledge each other's roles and have a responsible relationship.

For example,
You and the healthcare professional acknowledge a committed relationship with each other.
You and the healthcare professional fulfill the roles you have decided upon.



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Overcoming problems together

"Overcoming problems together" means that you and the healthcare professional share a collaborative relationship as you tackle and overcome health problems.

For example,
You and the healthcare professional work together to change local health policy that limits access to health care.
You and the healthcare professional consider health-related problems together.



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<http://research.luke.ac.jp/who/documents.html>

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Keiko TAKAHASHI, Tomoko KAMEI, Junko OMORI, Kiyomi ASAHARA,
Michiko HISHINUMA, Naoko ARIMORI, Yoko SHIMPUKU, Junko TASHIRO, Kumiko OHASHI

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Shared decision making

"Shared decision making" means that you and the healthcare professional aim to reach the same goal and decide things together.

For example,
You and the healthcare professional share the same goal of the (health-related) activity.
You and the healthcare professional decide on your long-term treatment after reaching agreement.



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Learning together

"Learning together" means that you and the healthcare professional have a relationship that allows learning from and with each other as part of the process of tackling problems.

For example,
You and the healthcare professional learn independently and then share with one another.
You and the healthcare professional communicate the things that you have learnt from each other in words.



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