10 Guiding Principles of Person-Centered Care

Inform the work we do, provide guidance for decision making, and improve outcomes.

Person-Centered practice is:

- COLLABORATIVE
- Aimed at COOPERATION with persons by demonstrating RESPECT and TAILORING care
- INVOLVING and EMPOWERING them in decision making
- ADVOCATING with and for them to meet their needs
- Recognizing the person's experiences and knowledge
- Involves TEAM and ORGANIZATION factors

Core Values of Person-Centered Care:

- RESPECT the person
- INFORMATION gathered from the person and utilized to develop plan
- ESTABLISH and MAINTAIN care to enable COLLABORATION with the person
- The person is the EXPERT

For more information, please contact Chris MacDonell at cmacdonell@carf.org or snap the QR code.

GUIDING PRINCIPLES OF **PERSON-CENTERED CARE**

01 PERSON FIRST
02 SAFETY
03 PERSONAL RESPONSIBILITY
04 DEFINED AUTHORITY
05 CLEAR ACCOUNTABILITY
06 LEADERSHIP
07 INTERDISCIPLINARY WORKING
08 SUPPORTING PERFORMANCE
09 OPEN CULTURE
10 CONTINUOUS IMPROVEMENT

01 Person First
Partnership in achieving safe, accessible, timely, and quality services across the continuum of care.

02 Safety
Identification and control of risks to achieve effective results for both the person served and personnel.

03 Personal Responsibility
Taking personal responsibility for their own health and other health needs.

04 Define Authority
Scope or authority given to personnel at each level of the organization to carry out their responsibilities.

05 Clear Accountability
System where individuals, functions, or committees agree and are accountable to the person served.

06 Leadership
Motivating people towards a common goal and driving sustainable change to ensure high quality delivery of clinical and social care.

07 Interdisciplinary Working
Work processes that support unique contributions of each team member; focuses on interdependence between individuals and groups delivering services; requires proactive collaboration between all members; and includes person served.

08 Supporting Performance
Continuous process of managing performance and measuring person served and personnel experiences.

09 Open Culture
Respectful and caring environment where achievements are recognized; adverse events are part of everyday open communications; personnel are willing to report adverse events and errors; and focus is on learning, improvement, research, and appropriate action taking.

10 Continuous Quality Improvement
Learning environment and system that seeks to improve services; emphasis is on maintaining quality, not just controlling processes; involves setting objectives, targets, and measures; includes education for ongoing improvement.

CARF's mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served.

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