

Approaches to implementation of person-centred care **for people living with HIV**

Dr Claire Keene
University of Oxford

What do people want?

They want person-centred care!

Quality care that responds to their needs (1,2,3)

Choice and participation in shared decision making (3,4)

Evidence shows care centred on people improves outcomes (5-9)



Operational principles of person-centred care



Approaches to the implementation of person-centred care

Activities to implement person-centred care

1. Service structure and organization
2. Healthcare provider competencies and support
3. Data collection, feedback and utilization
4. Client-healthcare provider interactions
5. Governance and leadership commitment



Operationalization of person-centred care principles



Key messages

- The core principle of person-centred care is simple: **it is just putting people at the centre of everything we do.**
- Implementing person-centred care requires an understanding and appreciation of the principles and support to adapt them to the local context.
- Clients AND providers are both central to person-centred care. Both need investment and support.
- Person-centred care is a systems approach, but individuals can implement person-centred care in small ways every day.



Resources

<https://plus.iasociety.org/webcasts/approaches-implementation-person-centred-care-people-living-hiv-low-resource-settings>

☰ IAS websites:

 IAS+



Approaches to implementation of person-centred care for people living with HIV in low-resource settings



This training resources provides guidance for healthcare providers based on evidence drawn from published literature and case studies where person-centred care has been employed. It includes a brief background on person-centred care: what it is, why do we need it and what impact does it have. It then provides an overview of the theoretical principles of person-centred care based on several well-researched and tested frameworks.