



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

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XIAS



What do people want?

They want personcentred care!

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

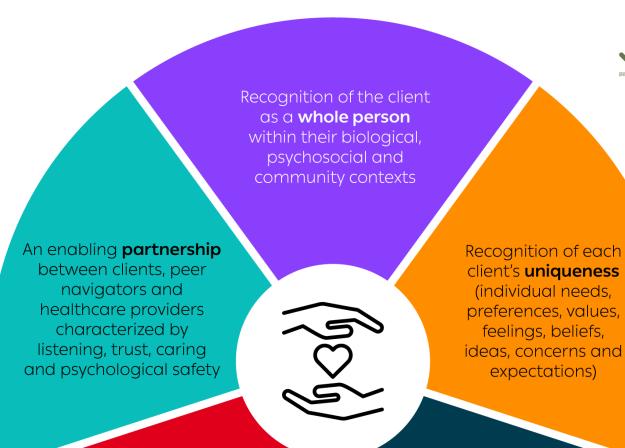
Choice and participation in shared decision making (3,4)

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

Belay et al., 2021 | 2. Zanolini et al., 2018 | 3. Waweru et al., 2019 | 4. Kumar et al., 2010 |
 Puttkammer et al., 2020 | 6. Arendse et al., 2023 | 7. Byrd et al., 2019 | 8. Byrd et al., 2020a | 9. Byrd et al., 2020b



Operational principles of person-centred care



Healthcare providers

display attitudes of

empathy, respect,

honesty and

self-reflectiveness, that

support client dignity

Integrated, coordinated and high quality physical and mental health care services provided with respect





Approaches to the implementation of person-centred care



Activities to implement person-centred care

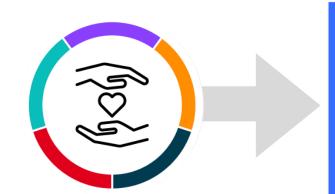
- 1. Service structure and organization
- 2. Healthcare provider competencies and support
- 3. Data collection, feedback and utilization
- 4. Client-healthcare provider interactions
- 5. Governance and leadership commitment







Operationalization of person-centred care principles



Activities

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







Challenges

or example:

- 1. Infrastructure and resources
- 2. Biomedical need focus
- 3. Provider burnout
- 4. Resistance to change



Opportunities

For example;

- Integrated, people first focus
- 2. Growing evidence base, including for CLM and DSD
- 3. Quality improvement and access focus
- 4. Technology





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







Approaches to implementation of personcentred care for people living with HIV in lowresource 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.