Leadership Strategies that Support Person-Centered Care

A Two-part Workshop

Respecting Choices®
PERSON-CENTERED CARE

The Evolution into a System for Person-Centered Decision Making that Transforms Healthcare

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Respecting Choices
C-TAC Innovations is a nonprofit affiliate of C-TAC devoted to implementing delivery systems for advanced illness and assuring that people receive care matching their preferences and values.

The Coalition to Transform Advanced Care (C-TAC) is dedicated to the idea that all Americans living with serious illness receive high-quality, person-centered care that aligns with their values and honors their dignity.

The national Respecting Choices® program was developed with support from Gundersen Medical Foundation in La Crosse, WI.
Knowing and Honoring Preferences and Decisions

“Care that is respectful of and responsive to individual patient preferences, needs, and values, ensuring that patient values guide all clinical decisions”

Person-Centered Family-Oriented Care

Advance Care Planning
Preparing for future healthcare decisions

Person-Centered Decision Making

Shared Decision Making in Serious Illness
Making current healthcare decisions
The desired outcome of Person-Centered Decision Making (PCDM) is to know and honor individuals’ well-informed preferences and decisions by...

- Creating an effective process to plan for future decisions
- Making plans available to treating health professionals
- Assuring plans are incorporated into current medical decisions

“Although talk about person-centered care is ubiquitous in modern healthcare, one of the greatest challenges of turning the rhetoric into reality continues to be routinely engaging patients in decision making.”


Moving from culture driven by this...
Primary goal of treating and managing diseases and injuries.

To a culture driven by...
Person-Centered, Family-Oriented Care

Providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions


Pyramid of Culture Change
Culture Change: Beneath the Surface

Inspire a Shared Vision
What does this look like?
Set Expectations for Accountability
What does this look like?

Remove Barriers
What does this look like?
Lead by Example
What does this look like?

- People start using different language and terminology
- Professionals talk about how the work has changed them personally; reenergizing their purpose and commitment to providing quality healthcare
- Individuals’ preferences and decisions are integrated into care
- When conflict or uncertainty emerges, people start asking different questions
- Organizational signs of transformation

Signs of Cultural Transformation: What Does This Look Like?
The Five Promises

PROMISE #1
We will initiate conversations.

PROMISE #2
We will provide assistance with person-centered decision making.

PROMISE #3
We will make sure plans are clear.

PROMISE #4
We will store, update, and use plans.

PROMISE #5
We will honor preferences and decisions.