

Professional Standard

Integrated Person-Centred Care





Principle	Outcome Statement
As a licensee, you must meet the following Principles within the Professional Standard: Integrated Person-Centred Care.	People receiving health services from a CCHPBC licensee expect that their health care practitioner will:
Principle 1: CCHPBC licensees must provide person-centred care.	Prioritize their health needs and involve them in decision-making related to their care.
Principle 2: CCHPBC licensees must ensure continuity of care in the best interest of the patient.	Ensure that appropriate support measures are in place when unable to provide care.
Principle 3: CCHPBC licensees must work respectfully and in collaboration with other health care practitioners and/or a patient's health care team.	Collaborate with other health care practitioners or members of one's health care team to support care.

Definitions

health care team: refers to regulated or unregulated health care practitioners as well as traditional and cultural practitioners.

person-centred care: refers to treating patients as individuals and as partners in their own care.



Principle 1: CCHPBC licensees must provide person-centred care.

To meet this standard, CCHPBC licensees must:

- 1.1** Treat patients or their substitute decision maker and their caregivers/support persons with respect, dignity, and compassion, using active listening to respond to questions and concerns.
- 1.2** Uphold patients' autonomy and individuality, respecting their right to make informed choices about care.
- 1.3** Prioritize patients' health and well-being in the therapeutic relationship.
- 1.4** Empower patients to have an active role in their care, incorporating the patient's care preferences, values, lived experiences, and concerns into treatment.
- 1.5** Provide patients or their substitute decision maker with accurate, understandable, current, and complete information about their health, treatment options, and potential outcomes.
- 1.6** Collaborate with patients or their substitute decision maker in decision-making processes.
- 1.7** In the event of an error, adverse event, or when care does not proceed as planned, promptly inform the patient or their substitute decision maker, and take appropriate corrective action.



Principle 2: CCHPBC licensees must ensure continuity of care in the best interest of the patient.

To meet this standard, CCHPBC licensees must:

2.1 Continue to provide care to patients until:

- 2.1.1** care is no longer indicated or wanted;
- 2.1.2** another health care practitioner has assumed primary care responsibility; or
- 2.1.3** written notice of the intended termination has been provided to the patient.
- 2.1.4** situations where providing care may result in an actual or potential threat to the licensee's personal safety and immediately terminate the therapeutic relationship with any patient who:
 - 2.1.4.1** directly or indirectly acts in a discriminatory manner,
 - 2.1.4.2** sexualizes or attempts to sexualize the treatment, practice environment or therapeutic relationship, and/or
 - 2.1.4.3** harasses, abuses, or threatens the licensee, or otherwise engages in behaviour that places the licensee at actual or perceived risk of harm.

2.2 Not end a therapeutic relationship based on a prohibited ground of discrimination or where otherwise prohibited by legislation.

2.3 Terminate a therapeutic relationship by:

- 2.3.1** providing written notification to the patient of the decision;
- 2.3.2** documenting reasons for termination in the patient health care record, including steps taken to resolve the situation;
- 2.3.3** informing the patient that they are entitled to a copy of their health care records and the process for obtaining a copy;



2.3.4 ensuring the timely transfer of a copy of the patient's health care records, if requested by the patient;

2.3.5 providing a reasonable time frame for the patient to find another health practitioner and arrange interim care if required; and

2.3.6 supporting the patient in finding another health care practitioner where care can be transferred, unless the therapeutic relationship was terminated due to sexual conduct, harassment, discrimination, or other conduct by the patient that placed the licensee at risk of harm.

2.4 Take reasonable steps to arrange for the ongoing care of patients when closing a practice

Principle 3: CCHPBC licensees must work respectfully and in collaboration with other health care practitioners and/or a patient's health care team.

To meet this standard, CCHPBC licensees must:

3.1 Collaborate with other health care practitioners and members of a patient's health care team by contributing knowledge, skills, and clinical experience to improve patient outcomes.

3.2 Refer to other health care practitioners, when appropriate.

3.3 Only share relevant patient and treatment information, where appropriate and with patient's consent.

3.4 Recognize and respect the skills, knowledge, competencies and roles of others involved in the patient's care.