

Workbook

Integrated Person-Centred Care

Module 3



College of
**COMPLEMENTARY HEALTH
PROFESSIONALS OF BC**

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Introduction

As a licensee of the College of Complementary Health Care Professionals of BC (CCHPBC), you are responsible for providing person-centred care that prioritizes patient needs and involvement in accordance with the [Professional Standard: Integrated Person-Centred Care](#).

This workbook is designed to help you understand and apply the Professional Standard: Integrated Person-Centred Care in your day-to-day practice.

HOW TO USE THIS WORKBOOK

This workbook has been designed to review one Principle at a time. Make sure you have a copy of the professional standard open as you go through the workbook and reflect on how you meet the professional standard within your day-to-day practice.

Please download and save the workbook to your device. Alternatively, you may print the workbook. Be sure to use the fillable text boxes throughout the workbook to record your answers and reflections. As you complete the questions, save your work to avoid losing your progress. Answers to the “Apply to Practice” questions can be found in the Answer Key at the end of the workbook. There is **no** requirement to submit the workbook or report completion to the College.

Resources are available to support you. See the [orientation video](#) and the resources at the end of the workbook for more information.

Professional Standard

Integrated Person-Centred Care



Learning Outcomes

After reviewing the [Professional Standard: Integrated Person-Centred Care](#) and engaging with the workbook, licensees will demonstrate practical understanding of the legal and ethical requirements for providing care that prioritizes patient needs.

Specifically, licensees will be able to:

- Define person-centred care and describe the role of autonomy, individuality, and informed choice in patients having an active role in their own care.
- Describe the requirements for providing continued care and when care can be discontinued.
- Identify the requirements for terminating a therapeutic relationship.
- Describe how to work respectfully and collaboratively with a patient's health care team.

Principle 1 and Outcome Statement

Principle 1	Outcome Statement
CCHPBC licensees must provide person-centred care.	People receiving health services from a CCHPBC licensee expect that their health care practitioner will prioritize their health needs and involve them in decision-making related to their care.

Why is person-centred care important?

Engaging in a person-centred approach to care supports treatment that is respectful, responsive, and tailored to each patient's individual needs, values, and goals.

As you review Principle 1, think through and respond to the following questions. Answers to the questions with a  (key icon) can be found in the Answer Key, while questions with a  (light bulb icon) are for your own reflection.

1

You are asking a patient about their health history to develop a treatment plan.



CHECK YOUR UNDERSTANDING

What must you do to provide person-centred care? Select all that apply:

- ☐ **A.** Collaborate with the patient or their substitute decision maker in the decision-making process
- ☐ **B.** Avoid corrective action and delay informing the patient in the event of an adverse event
- ☐ **C.** Use active listening when addressing concerns or questions regarding care
- ☐ **D.** Incorporate patients' care preferences and values into treatment



IN YOUR PRACTICE...

...how do you collaborate with patients to incorporate their preferences, values, lived experiences and concerns into treatment?

2

The treatment you have provided to a patient has not proceeded as planned and has resulted in an adverse event.



CHECK YOUR UNDERSTANDING

What are you required to do in this scenario?



IN YOUR PRACTICE...

...how do you manage errors or adverse events?

3

After carefully considering a patient's condition, you provide your preferred treatment plan that you think is best for the patient without presenting alternatives.



CHECK YOUR UNDERSTANDING

(a) Have you respected the patient's right to make informed choices about care?

- ☐ Yes
- ☐ No

(b) In the above scenario, have you prioritized the patient's health and well-being?

- ☐ Yes
- ☐ No



IN YOUR PRACTICE...

... how do you communicate to patients their right to make informed choices and ensure that you are prioritizing patients' health and well-being over your own?

4

You are communicating to a patient about treatment options and potential outcomes.



CHECK YOUR UNDERSTANDING

Your communication must meet which of the following criteria? Select all that apply:

- ☐ **A.** Understandable
- ☐ **B.** Complete
- ☐ **C.** Positive
- ☐ **D.** Current
- ☐ **E.** Accurate
- ☐ **F.** Entertaining



IN YOUR PRACTICE...

...how do you communicate information about treatment and potential outcomes that might be difficult to understand?

Principle 2 and Outcome Statement

Principle 2	Outcome Statement
CCHPBC licensees must ensure continuity of care in the best interest of the patient.	People receiving health services from a CCHPBC licensee expect that their health care practitioner will ensure that appropriate support measures are in place when unable to provide care.

Why is continuity of care important?

Ensuring continuity of care is an ethical and professional responsibility that supports patient safety and promotes consistent, safe, and effective treatment. By maintaining continuity of care, licensees help reduce the risk of harm that may occur when treatment is interrupted, transferred, or concluded.

1 You are terminating a therapeutic relationship with a patient and have provided written notification to them.

CHECK YOUR UNDERSTANDING

In addition to providing written notice, what other steps must be taken to terminate a therapeutic relationship?

IN YOUR PRACTICE...

...do you have a process in place to terminate a therapeutic relationship when required?

2

A patient has acted in an aggressive and verbally abusive manner.



CHECK YOUR UNDERSTANDING

You can terminate the therapeutic relationship immediately.

- ☐ True
- ☐ False



IN YOUR PRACTICE...

... what must you document in the health care record if a therapeutic relationship is terminated due to reasons in Principle 2.1.4?

3

You are considering terminating a therapeutic relationship.



CHECK YOUR UNDERSTANDING

Which of the following is **not** an acceptable reason to terminate the therapeutic relationship?

- ☐ A. A patient acts in a discriminatory manner towards you
- ☐ B. A patient sexualizes the treatment
- ☐ C. A patient requires more time due to mobility differences
- ☐ D. A patient has engaged in behaviour that places you at risk



IN YOUR PRACTICE...

...how do you ensure that your reasons for terminating therapeutic relationships are not discriminatory?

4

You are preparing to close your practice permanently.



CHECK YOUR UNDERSTANDING

You are **not** required to arrange ongoing care for patients in your practice.

☐ True

☐ False



IN YOUR PRACTICE...

...do you have a plan to support the ongoing care of patients upon closing your practice?

Principle 3 and Outcome Statement

Principle 3	Outcome Statement
CCHPBC licensees must work respectfully and in collaboration with other health care practitioners and/or a patient's health care team.	People receiving health services from a CCHPBC licensee expect that their health care practitioner will collaborate with other health care practitioners or members of one's health care team to support care.

Why is working respectfully and in collaboration with other health care practitioners and a patient's health care team important?

Working respectfully and collaboratively with other health care practitioners, and with a patient's health care team, ensures an integrated approach to care in the best interests of the patient.

As you review Principle 3, think through and respond to the following questions. Answers to the questions with a  (key icon) can be found in the Answer Key, while questions with a  (light bulb icon) are for your own reflection.

1

You are preparing to share patient and treatment information with another health care practitioner.

CHECK YOUR UNDERSTANDING

According to Principle 3.3, when can you share patient and treatment information with another health care practitioner?

IN YOUR PRACTICE...

...how do you determine which information is relevant and appropriate to share with a patient's health care team?

2

As a licensee, you must collaborate with other health care practitioners and members of a patient's health care team.



CHECK YOUR UNDERSTANDING

You must do so by contributing knowledge, skills, and clinical experience to improve your professional reputation.

- ☐ True
- ☐ False



IN YOUR PRACTICE...

...how do you recognize and respect the skills, knowledge, competencies, and roles of others involved in a patient's care?

3

A patient's health care needs are beyond your scope of practice and you are considering a referral.



CHECK YOUR UNDERSTANDING

Making appropriate referrals supports collaborative care.

- ☐ True
- ☐ False



IN YOUR PRACTICE...

...how do you recognize when a referral may be appropriate?

Identify Areas for Growth

Referring to your answers from the previous “IN YOUR PRACTICE...” section, use the questions below to identify the areas of your practice where you are consistently meeting the requirements of the standard as well as areas requiring further growth and development.

- > What requirements in the Professional Standard: Integrated Person-Centred Care are you consistently meeting?
- > What requirements in the Professional Standard: Integrated Person-Centred Care are you **not** consistently meeting?

For the areas of your practice where you are not consistently meeting the requirements:

- > What changes can you make within the next 1-3 months to more consistently meet those requirements?
- > Are there continuing professional development opportunities that may help improve your understanding and application of the requirements into practice?

Explore More

Reflection Questions

On your own or with colleagues, complete the following reflection questions to further explore how the Professional Standard: Integrated Person-Centred Care applies to practice.

- > In what ways do you demonstrate respect for the roles, expertise, and scope of other professionals?

- > How do you recognize when a patient's needs are outside your scope and/or expertise, and do you make appropriate referrals?

- > Have there been times when you have acted knowingly or unknowingly in a discriminatory way and what would you do differently?

- > How do you engage patients to take an active role in their treatment planning? List the ways you foster a collaborative approach to patient care.

Support

Have questions or need more support?

- > [Review Professional Standards and Frequently Asked Questions.](#)
- > Contact a Practice Advisor at practicesupport@cchpbc.ca.

Missed a Module? [Select this link to view available modules](#)

Feedback Survey

Please consider taking a moment to provide your feedback to improve future learning activities.

Submit feedback

Apply to Practice

Answer Key



1

QUESTION 1 | PRINCIPLE 1

A. Collaborate with patients or their substitute decision makers in the decision-making process.

Professional Standard: Integrated Person-Centred Care, Principle 1 states:

1.6 *Collaborate with patients or their substitute decision maker in decision-making processes.*

C. Use active listening when addressing concerns or questions regarding care

Professional Standard: Integrated Person-Centred Care, Principle 1 states:

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.*

D. Incorporate patients' care preferences and values into treatment

Professional Standard: Integrated Person-Centred Care, Principle 1 states:

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.*

2

QUESTION 2 | PRINCIPLE 1

Professional Standard: Integrated Person-Centred Care, Principle 1.7 states:

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.*

3**QUESTION 3 | PRINCIPLE 1****(a)** No

Professional Standard: Integrated Person-Centred Care, Principle 1.2 states:

1.2 *Uphold patients' autonomy and individuality, respecting their right to make informed choices about care.*

(b) No

Professional Standard: Integrated Person-Centred Care, Principle 1 states:

1.3 *Prioritize patients' health and well-being in the therapeutic relationship.*

4**QUESTION 4 | PRINCIPLE 1****A.** Understandable**B.** Complete**D.** Current**E.** Accurate

Professional Standard: Integrated Person-Centred Care, Principle 1.5 states:

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

QUESTION 1 | PRINCIPLE 2

Professional Standard: Integrated Person-Centred Care, Principle 2.3 states:

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

QUESTION 2 | PRINCIPLE 2

True.

Professional Standard: Integrated Person-Centred Care, Principle 2.1.4 states:

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.*

3

QUESTION 3 | PRINCIPLE 2

C. A patient requires more time due to mobility differences

Professional Standard: Integrated Person-Centred Care, Principle 2.2 states:

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

4

QUESTION 4 | PRINCIPLE 2

False.

Professional Standard: Integrated Person-Centred Care, Principle 2.4 states:

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

1

QUESTION 1 | PRINCIPLE 3

Professional Standard: Integrated Person-Centred Care, Principle 3.3 states:

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

2

QUESTION 2 | PRINCIPLE 3

False.

Professional Standard: Integrated Person-Centred Care, Principle 3.1 states:

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

QUESTION 3 | PRINCIPLE 3

True.

Professional Standard: Integrated Person-Centred Care, Principle 3.2 states:

3.2 *Refer to other health care practitioners, when appropriate.*



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