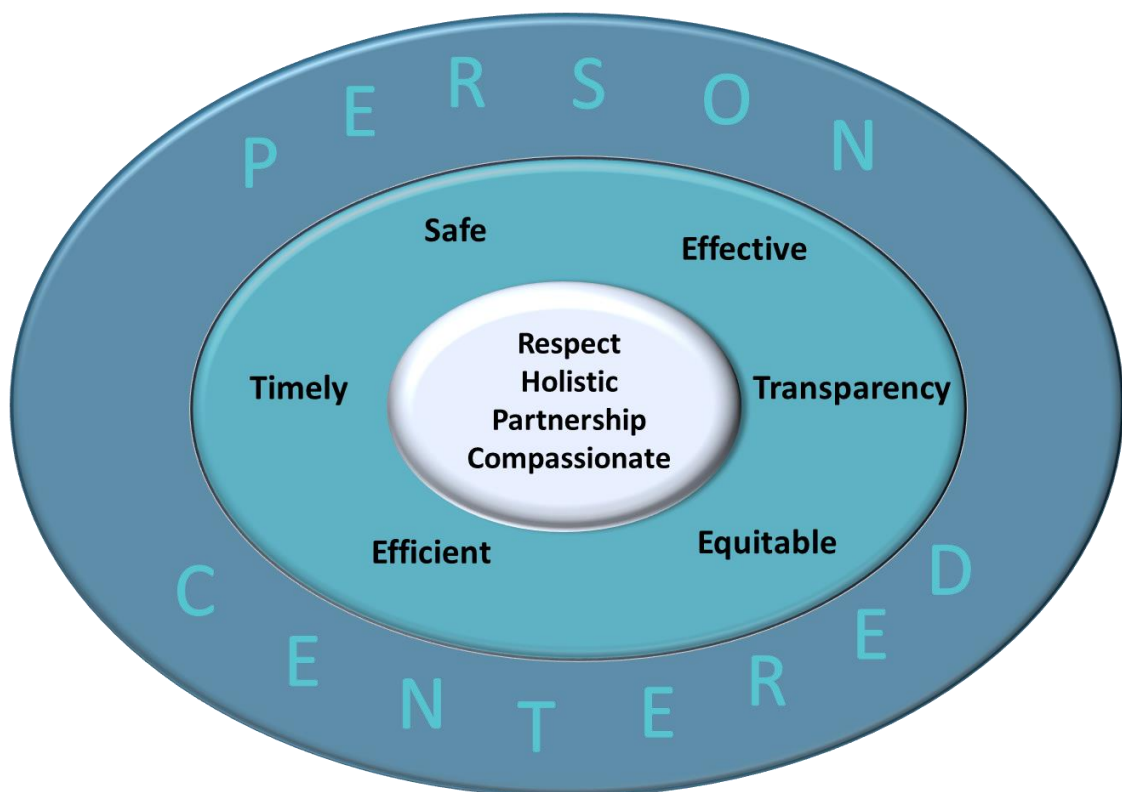




**International Society for Quality in Health Care (ISQua)
Advisory Forum on Partnership with Patients**

ISQua 2015; Definition of Person Centered Care

Person Centered Care is the care given in accordance with the Values and Principles of.....



Values

- Partnership:** Is the process of mutual agreement between the physician, the patient and the patient's significant others on a decision or care treatment plan.
- Holistic:** Is the process of putting the patient at the centre of the whole healthcare delivery process.
- Respectful:** Is the process of delivering care in a manner that is respectful of the patient's dignity, culture, beliefs, values and preferences.
- Compassionate** A system wide approach to ensuring that the care provided is empathetic.

Principles

- Safe:** Avoiding injuries to patients from the care that is intended to help them.
- Effective:** Providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit (avoiding underuse and overuse)
- Transparent:** Providing care that is honest whereby all information is communicated to the patient so that they can make an informed decision.
- Equitable:** Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location and socio-economic status.
- Efficient:** Avoiding waste, in particular waste of equipment, supplies, ideas and energy.
- Timely:** Reducing waits and sometimes harmful delays for both those who receive and those who give care.