

DEVELOPING PERSON-CENTRED PRACTICE IN TWO HOSPITAL DEPARTMENTS - A LEADERSHIP PERSPECTIVE

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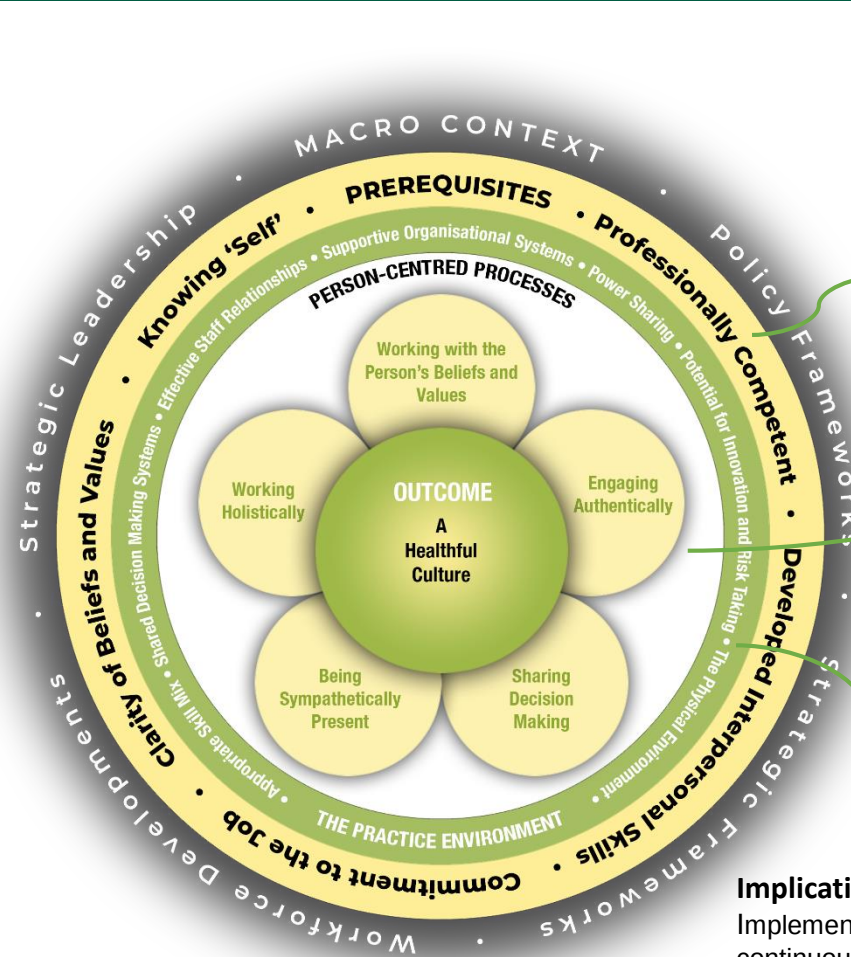
Introduction

As an organization, we need to develop clinical practice as stated by the healthcare policy, which demands hospitals to be a listening monopoly creating the framework for humanizing healthcare. In 2021 a person-centred vision and strategy was approved by the managing nurses and allied healthcare group at Zealand University Hospital, as a gold standard for the next four years. Therefore we prepared an action research project with the purpose of implementing a person-centred practice and culture in our departments. Our overall ambition is to develop an interdisciplinary person-centred culture.

The Process

Being half way through the project, we have outlined our preliminary findings illustrated by the frame developed by McCormack B. & McCance T. (2018).

The process bringing us there was creative and challenging drawing on workshops, value-mapping and exploring values and beliefs (see pictures below).



Preliminary Findings

Leadership contributes through:

- Onboarding model
- Flexible working environments
- Building trust and awareness
- Transparency in decision making

Signs and indications of person-centered practices:

- Home treatment
- Needs-based follow-up
- Individual training of nurses in primary care
- Guided self-determination
- Focus on psychological safety
- Closer collaboration between the involved departments
- Meetings and discussions between specialist nurses and research leader

Methodological approaches in developing person-centred practices:

- Shared decision-making
- Shared language and goals
- Individual assessment of patients needs

Implications & Perspective

Implementing a person-centred practice through creating a person-centred culture is a continuous process demanding well-thought-out and described strategic, methodological and practical efforts across organizational levels. We focus on working with the clinical nursing staff in many different ways e.g. at management and reference-group meetings, through staff supervision and workshops.

Person-centred practice as a framework, has become a landmark in which we mirror our initiatives, relationships and results as leaders.

