

Person-centred patchwork with a common thread:

12 years of targeted work with building up, developing and consolidating a person-centred practice culture in a Danish University Hospital

Introduction:

Internationally and nationally person-centred practice is a priority within healthcare systems. In 2011 Department of Hematology at Zealand University Hospital (ZUH), initiated a targeted nursing research- and development process with the aim of developing a person-centred practice/-culture using a person-centred framework described by McCormack and McCance (1). The clinical nursing-focus for research and development in the Department was and still is: “Quality, continuity and coherence in individually tailored hematologic patient trajectories” (= **the common thread**).

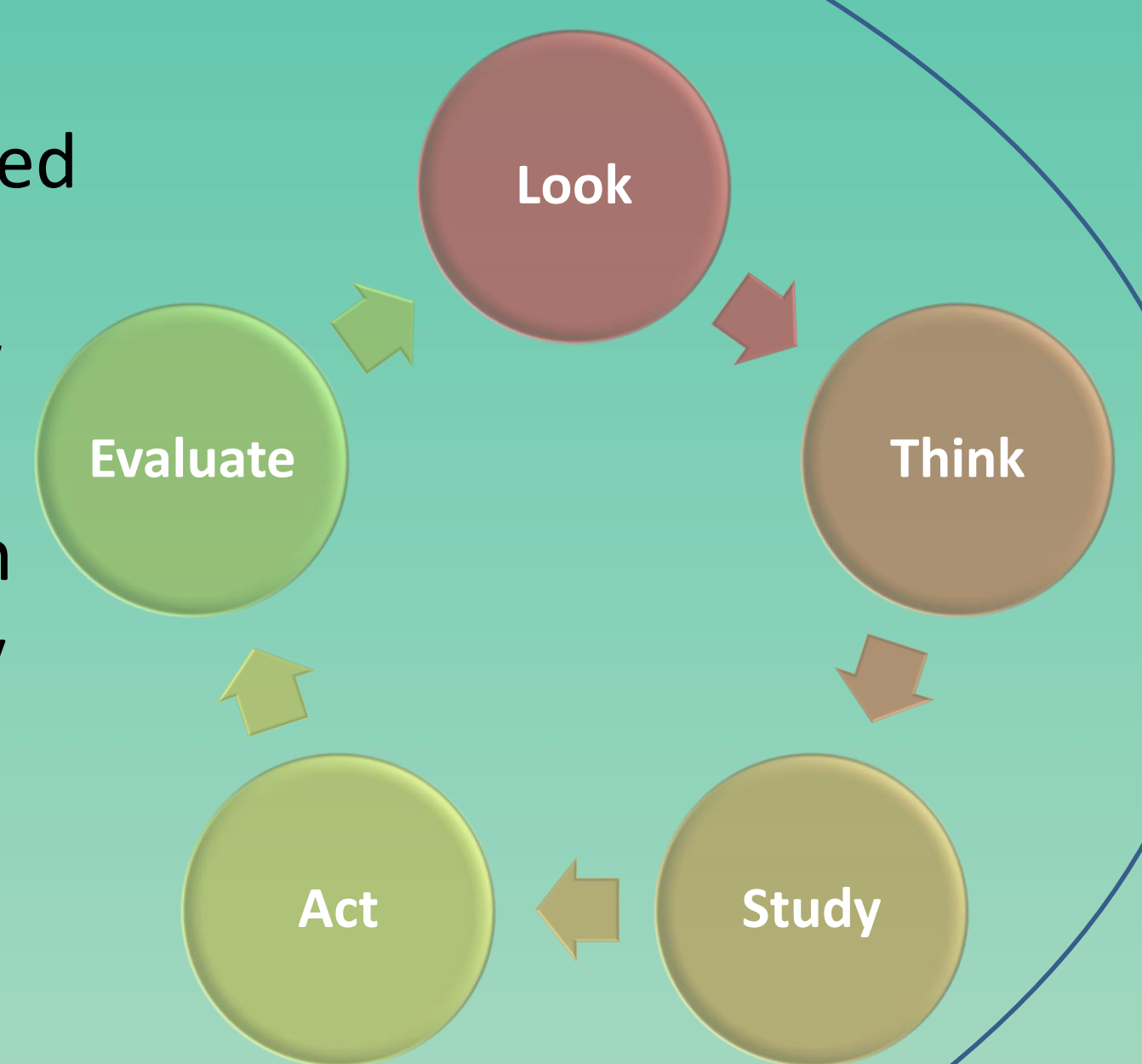
Development Processes:

Approach:



Methods:

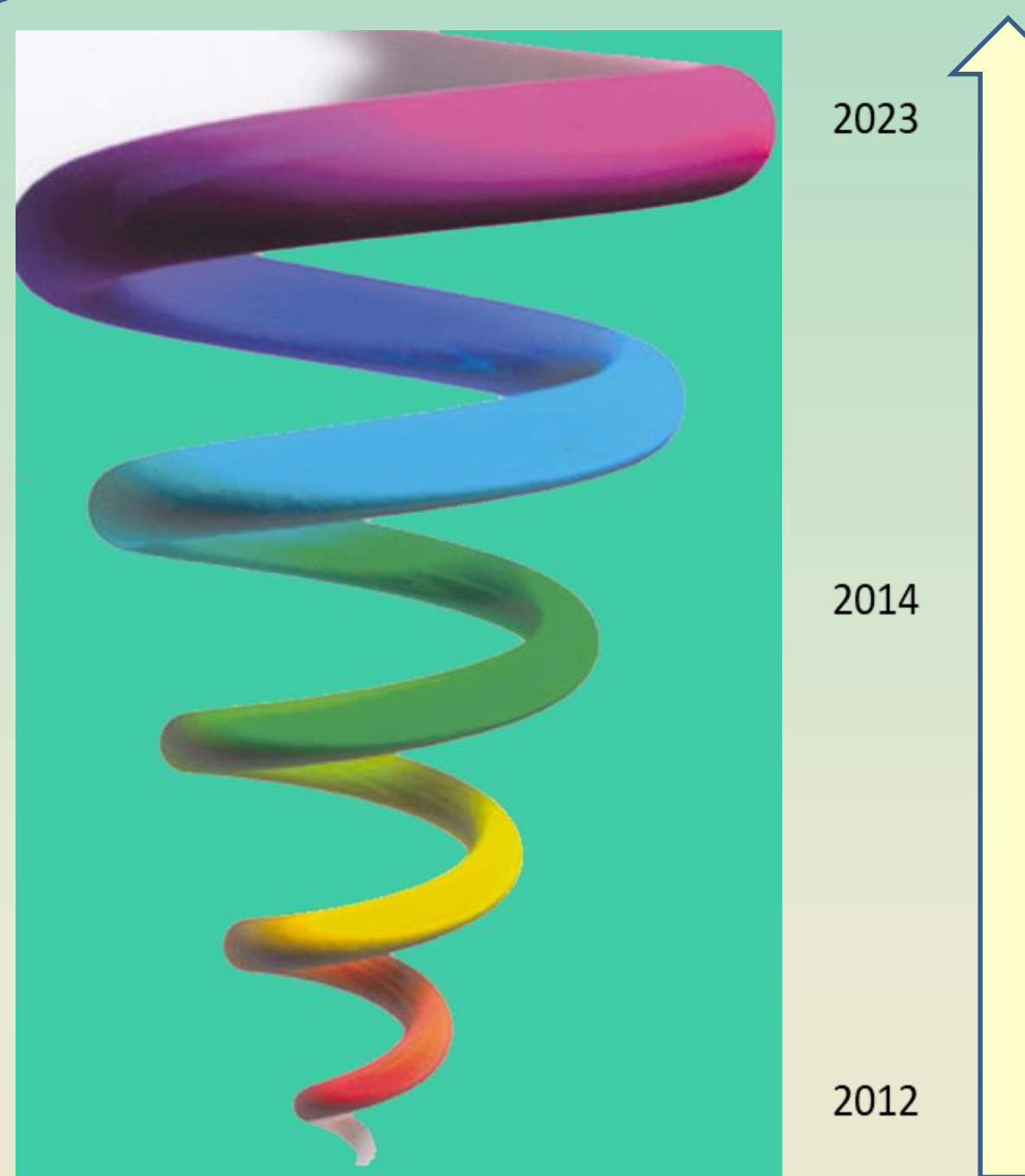
The research-/ development processes are grounded in a participatory approach, where dialogue and reflection both individually and collectively are key concepts. Most of the research- and development projects are conducted as small-scale projects with the purpose/aim of developing our Department by producing new, useful and meaningful local knowledge in cooperation with healthcare staff, patients and their families.



Action Research Processes

Results:

From 2011-2023 we have conducted more than 50 projects/ development processes, originated in practice and with a person-centred approach, and they all have involved an organizational, health professional and family-oriented level (**the patchwork**). We have evaluated all our projects/ development-processes and the results show that we have developed our practice for the benefit of both patients and their families and for staff also.



Development in numbers of person-centred projects and processes from 1 -50

Conclusion and perspectives

We have been moving forward from moments of person-centredness to patterns of person-centredness, but our findings also shows different barriers/ hindering factors for developing a person-centred culture. Continuous development and consolidation of a person-centred practice/culture is an ongoing process, which demands both active and positive engagement from all stakeholders – especially leaders - and a supportive context

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Reference:

McCormack B. & McCance T (2017). Person-centred Practice in Nursing and Health Care. Theory and Practice. London: Wiley-Blackwell