

# People-Centered Care

"Care with Citizens at the Forefront: People-Centered Care"

Let's Think Together **Partnership**  
between Community Members and Healthcare Professionals

**Examples of People-Centered Care in Practice**

Health consultations  
between community members and healthcare professionals

# Introduction



This material explores what citizens can do to create and maintain their health, and how nursing professionals should approach citizens to address their health challenges.

The examples introduced demonstrate the partnership between community members and nursing professionals working towards improving health challenges.

From health consultations between community members and nursing professionals, we introduce the attitudes of both community members and healthcare professionals in **People-Centered Care (PCC)** .

A photograph of two women sitting at a table in a meeting room. The woman on the left is wearing a blue blazer and is speaking, gesturing with her hands. The woman on the right is wearing a white sweater and is listening. On the table between them is a small vase with pink flowers and a laptop. The background shows a window with blinds and a white wall.

# Practical Examples of Partnership between Community Members and Nursing Professionals

The example introduced is a health consultation where a citizen, concerned about a health issue, visits a health consultation room in a community attended by nursing professionals.

## **[Health Consultation]**

Ms. Tanaka is a woman in her late 50s. Recently, she has been feeling easily fatigued, often experiencing knee and back pain. She visited a nearby hospital due to her concerns, but no clear abnormalities were found, and she was told it might be due to aging. In addition to her symptoms, she's also worried about her job and caring for her elderly parents. Concerned about her future, she decided to visit a health consultation room attended by nurses.

health navigation



**Ms. Tanaka**

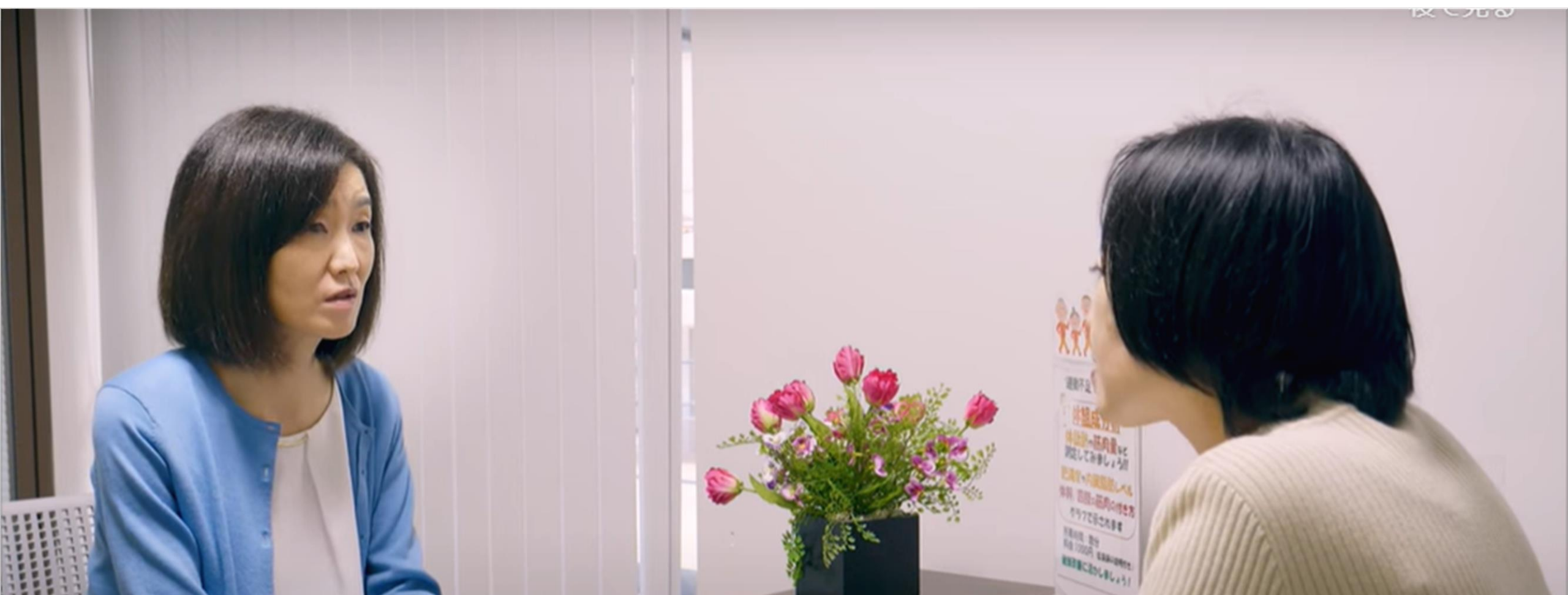


**Nurse**



**[Ms. Tanaka] Takes the initiative to visit the health consultation room and seeks support from professionals.**

**[Nursing Professional] Confirms the purpose and reason for the visit.**



**[Ms. Tanaka] Communicates her concerns and questions to the professional.**

**[Nurse] Listens attentively with respect, aiming to understand the individual.**



**[Ms. Tanaka] Shares her thoughts and values.**



**[Nurse] Understands the individual's situation and background.  
Expresses intention to think together about the issues.**





**[Ms. Tanaka] Honestly communicates her situation.  
Shares the information she has.**

**[Nurse] Shares professional insights, gauges the individual's reactions, and suggests useful information.**



家に居ても意識的に  
足腰を動かしましょう

**スクワット**

両足を肩幅に広げて立ち、4秒かけてゆっくり  
足腰を落とす  
太ももに力を入れて腰を落とす  
→4秒かけて元の立位に戻す

**もも上げ**

椅子に腰かけ、片足ずつひざに力を入れて  
4秒かけて胸に近づけ、上体をかかめる  
→4秒かけて元に戻す

**ひざ伸ばし**

椅子に腰かけ、片足ずつ床と平行になるよう  
力を入れ、4秒かけて上げる  
→4秒かけて元に戻す

**足首屈伸**

背筋を伸ばして椅子に腰かけ、足を伸ばし  
床に付け、足首を曲げたり伸ばしたり  
→4秒かけて元に戻す



それぞれ10回ずつ  
テレビを見ながらでも  
お年寄りにも声をかけて

[Ms. Tanaka & Nurse] Share their thoughts. Explore appropriate solutions together.



**[Ms. Tanaka] Considers the professional's suggestions.  
Thinks about what she can do.**

**[Nursing Professional] Encourages the individual to express what  
she feels she can do.**



**[Ms. Tanaka] Expresses what she feels she can do. Organizes the suggested information in her own way.**



**[Nurse] Shares what the individual is trying to undertake.**





**[Ms. Tanaka & Nurse]** Build a partnership, share their thoughts, and work towards resolving health challenges.

# Key Points of Partnership between Citizens and Professionals

< **Point 1** > To form a partnership with a shared goal, first build a relationship where both parties **"understand, trust, and respect"** each other.

< **Point 2** > To recognize each other as partners, it's essential to **"utilize each other's strengths and take on roles."**

< **Point 3** > To effectively tackle challenges as good partners, it's crucial to **"overcome challenges together, share decision-making, and learn together."**

# Points for Community members / Patients

- Take the initiative and seek support from professionals.
- Communicate concerns to professionals.
- Clearly discuss thoughts and questions with professionals.
- Reflect on past lifestyle and health conditions.
- Consider the professional's suggestions and focus on what can be done.
- Confirm with professionals what can be done for oneself.



# Points for Healthcare Professionals

- Respect what the individual values and work together to address health challenges.
- Approach with respect and listen attentively to understand the individual.
- Sincerely address the individual's challenges and questions.
- Accept and recognize the individual even when they express different values.
- Confirm whether the individual has obtained necessary information or organized their challenges.
- Confirm whether there are opportunities for new initiatives.

**In People-Centered Care (PCC),** through dialogue, **community members and healthcare professionals** build **a partnership**, share their thoughts, and work towards resolving health challenges.

People-Centered Care

# Planning and Production

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This project was funded by the Ministry of Education, Culture, Sports, Science and Technology, Grant-in-aid for Scientific Research (Fundamental Research B),  
“Community members and Healthcare professionals Working Together:  
Development of Global Standard for Citizen-Driven Care” (KAKENHI: 19H03966).  
This video was created on 16<sup>th</sup> June 2023.