

People-Centered Care

PCC Guide



PCC Website



PCCproject

People-Centered Care Model



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What is People-Centered Care?

People-Centered Care (PCC) is a partnership between community members and healthcare professionals to improve the health problems of individuals or the community, an initiative aimed to create a society where those who receive care (community members) can protect their own health. It means that People-Centered Care (PCC) is an initiative whereby those who receive care (community members) play a central role.



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People-Centered Care consists of 3 types of partnerships.

There are 3 types of partnerships between community members and healthcare professionals.

Firstly, the "Approach-type" partnership, healthcare professionals helps community members become aware of a health problem.

Secondly, the "Support-type" partnership, healthcare professionals helps community members tackle their health problem.

Thirdly, the "Collaboration-type" partnership, healthcare professionals encourages community members and stands by their side as they continue to handle their health problem themselves.

The partnership type changes according to these 3 types depending on their awareness of, and involvement in, their health problem.



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The 8 partnership elements community members and healthcare professionals share.

People-Centered Care(PCC) involves 8 partnership elements in the course of care intended to improve a health problem.

Community members and healthcare professionals both share the following 8 partnership elements.

- 1.Understanding each other
- 2.Trusting each other
- 3.Respecting each other
- 4.Using each other's strengths
- 5.Taking on each other's roles
- 6.Shared decision making
- 7.Overcoming problems together
- 8.Learning together

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The 8 elements community members and healthcare professionals share within People-Centered Care!

During the course of care provision intended to improve health problems under People-Centered Care(PCC), community members and healthcare professionals both experience the 8 partnership elements of understanding each other, trusting each other, respecting each other, using each other's strengths, taking on each other's roles, overcoming problems together, shared decision making, and learning together.



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Course of People-Centered Care

People-Centered Care(PCC) starts when either a community member or a healthcare professional expresses in words the presence of a health problem in an individual or the community, thus manifestation of self and social health problems. Then the community members and the healthcare professionals tackle the health problem together to improve it, namely, by setting a goal together, planning together, implementing together, assessing together, and sharing the results along this course of actions.



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The results of People-Centered Care

There are three expected changes brought about by the partnership between community members and the healthcare professionals.

Firstly, it is expected that community members and healthcare professionals will "achieve the set goal."

Secondly, both community members and healthcare professionals tackle improvement of the health problems "self transformations". Specifically, an increase in resources, including information that is useful for health, consultants, and places where one can receive advice, is achieved. The relationship between community members and healthcare professionals also grows, and they develop communication skills and increase their health literacy. They will also increase their self-efficacy to change things, and they can expect to improve their health and quality of life.

Thirdly, "social transformations" such as the introduction of a health-related problem-improving system, improvement of the quality of care, and changes in social systems can be expected.

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The results of People-Centered Care



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Understanding each other

Community members and healthcare professionals must compromise and understand each other to improve health problems.

For example,

- We make self-introductions to each other.
- We try to understand each other's thoughts and feelings.



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Trusting each other

Community members and healthcare professionals must trust each other to improve health problems.

For example,

- We recognize each other as a partner.
- We exchange opinions openly.



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Respecting each other

Community members and healthcare professionals are to respect each other and interact with respect to improve health problems.

For example,

- We respect each other's opinions.
- We interact with respect.



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Using each other's strengths

Community members and healthcare professionals are to pool their wisdom and skills with each other to improve health problems.

For example,

- We communicate their expectations of the other.
- We communicate and adopt the merits with each other.



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Taking on each other's roles

Community members and healthcare professionals must carry out each other's roles to improve health problems.

For example,

- We have a role to play with each other.
- We recognize and are committed to each other's roles.



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Overcoming problems together

Community members and healthcare professionals are to work together to overcome health problems.

For example,

- We think and work together to solve problems.
- We talk together until an understanding is reached.



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Shared decision making

Community members and healthcare professionals are to share decision-making of matters with the same goal of improving health problems.

For example,

- We share goals.
- We share matters that are determined by agreement.



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Learning together

Community members and healthcare professionals are to learn together in the process of working to improve health problems.

For example,

- We obtain information from each other to improve health problems.
- We verbally communicate what they have learned from each other to each other.



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Understanding each other	Trusting each other
Respecting each other	Using each other's strengths
Taking on each other's roles	Overcoming problems together
Shared decision making	Learning together



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