

**ISRRT Position Statement:  
The Patient/Person Centered Care Continuum**

The ISRRT considers that radiographers and radiological technologists play an important role in promoting the patient/person centered care continuum.

Submitted by South Africa - SORSA

**Background**

A patient-centred care model focuses on, and partners with a person (patient) and family members to determine a patient's needs and preferences and not on the service (Itri 2015). This means that the voice of a patient/person is recognised in the planning, delivering and evaluation of care with the patient/person as the active and equal participant of their own care (Moody et al., 2018). Thus, healthcare professionals need to be flexible to meet the needs and basic rights of each patient/person.

Some of these include human and ethical rights: the right to personal safety, comfort, personal and spiritual well-being, the right to patient-centred communication and informed consent. For this reason, a healthcare practitioner applies ethical approaches and upholds the professional code of conduct. Every patient also has the right to compassion, caring, consent, and confidentiality, the right to access to care and anti-discriminatory practices. The expectations and experiences of all patients need to be central to their healthcare delivery (Itri 2015).

There are eight key principles of person-centered care (Itri 2015, Moody et al, 2018; RSNA, 2019):

- Respect for values, preferences and expressed needs.
- Treated with dignity & respect.
- Encourage and support participation in decision-making.

- Share information with patient, family and carers.
- Provide information, communication and education.
- Foster collaboration with patient, carer, family, health professionals in developing health services, service delivery, and valuation.
- Physical comfort.
- Emotional support to alleviate fear and anxiety.

A patient-centred care model has been shown to improve the desired outcomes of patients (Abjudeh et al., 2016).

### **Bibliography and useful links:**

- Abujudeh HH, Danielson A, Bruno MA. Quality process map: opportunities and solutions. AJR 2016; 207:940-946
- [Kemp J. Back to basics in patient-centered care in radiology. Radiology Business, May 3, 2018](#)
- Itri JN. Patient-centered radiology. RadioGraphics 2015; 35:1835-1848
- Moody, L. Nicholls, B, Shamji, H, Dhanju, S, Singh, S. 2018. The Person-Centred Care Guideline: From Principle to Practice. Journal of Patient Experience, Vol. 5(4) 282- 288 DOI: 10.1177/2374373518765792 journals.sagepub.com/home/jp Accessed on 17 August 2019.
- RSNA Public Information Committee Patient-Centered Care Trainee Modular Interactive Learning Set, 2019

### **Note:**

Links to external websites may change without notice.