

# IFIC ANNUAL SURVEY 2024

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## Position paper on person and people centred care in the context of integrated care

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# Setting the scene

Back in 2022, when the International Foundation for Integrated Care (IFIC) launched the findings of its first Annual Survey, the feature of integrated care that was consistently ranked the highest by all groups of respondents was 'people-centred'. This is not surprising. The quality that gives integrated care its purpose is its people-centredness: **if it matters to people at the centre of care then it matters to the health and care system.**

There have been many debates over the construct of person-centred care (PCC)<sup>1</sup>. Some point to the vagueness and ambiguity of the term<sup>2</sup>, others have pointed to the fact that conceptualisations have tended to reinforce existing power relations<sup>3,4</sup>. Many have pointed out that it is complex, multi-dimensional and context-dependent<sup>5</sup>. To overcome these challenges, some authors have suggested a shift towards 'people-driven' care which is more explicit in ensuring that people participate in decisions about their health<sup>6</sup>. Others have focused instead on the features or principles of PCC<sup>7</sup>, co-produced with people at the centre of care<sup>8</sup>.

## We have framed this survey considering the following principles:

- 1** The recognition that PCC is not synonymous with integrated care. Care can be person-centred and not integrated and the way that personalisation of care is often talked about is a good example of this. Care can be integrated, that is coordinated and continuous, from the point of view of health and care professionals or policy-makers but not person centred.
- 2** The terms that IFIC use in the context of integrated care are person centred care or people centred care as they are broad and inclusive. We tend not to use patient centred care as people are not always patients even in a healthcare context.
- 3** Care happens in health care settings, in social care settings but even more commonly in people's homes and communities. When we think about PCC, we are thinking about it as practiced and experienced in all these places.
- 4** Co-production of PCC is implied but probably needs to be explicit in all cases of PCC. To that end, people who are supposed to be at the centre of their own care, along with their carers and family members, have been involved in the design of this survey and are core members of this survey team.

<sup>1</sup> We are using the term person-centred through out and are using it as a collective term (it can refer to more than one person).

<sup>2</sup> Mitchell P, Cribb A, Entwistle V. Vagueness and variety in person-centred care. Wellcome Open Res. 2022 Jun 16;7:170. doi: 10.12688/wellcomeopenres.17970.1. PMID: 35865218; PMCID: PMC9277200.

<sup>3</sup> Smith J, Willis, EM, Hopkins-Walsh J. What does person-centred care mean, if you weren't considered a person anyway: An engagement with person-centred care and Black, queer, feminist, and posthuman approaches. Nursing Philosophy. 2022, 23, e12401

<sup>4</sup> Tieu, M., Mudd, A., Conroy, T., Pinero de Plaza, A., & Kitson, A. (2022). The trouble with personhood and person centred care. Nursing Philosophy, 23, e12381. <https://doi.org/10.1111/nup.12381>

<sup>5</sup> Miller, Emma. "Person-centred care literature review." (2021).

<sup>6</sup> Goodwin N, Brown A, Johnson H, Miller R, Stein KV. From People-Centred to People-Driven Care: Can Integrated Care Achieve its Promise without it? International Journal of Integrated Care, 2022; 22(4): 17, 1-4. DOI: <https://doi.org/10.5334/ijic.7515>

<sup>7</sup> Health Foundation (Great Britain). Person-centred care made simple: what everyone should know about person-centred care. Health Foundation, 2016.

<sup>8</sup> Phelan A, Rohde D, Casey M, Fealy G, Felle P, O'Kelly G, Lloyd H, Carroll A. Co-Creating Descriptors and a Definition for Person-Centred Coordinated Health Care: An Action Research Study. Int J Integr Care. 2021 Mar 3;21(1):11. doi: 10.5334/ijic.5575. PMID: 33716594; PMCID: PMC7934796.

The goal of our Annual Survey 2024 is:

**To understand how person-centred care is practiced and experienced in different countries around the world and in different settings.**

We want to know how PCC is actually experienced in practice in the context of integrated care. We want to know from people involved in care what is happening today in PCC. We want to know how people's experiences vary depending on where they experience care or whether they are a person receiving care, a carer, a health and care worker, a policy maker or a researcher.

With this in mind, we agreed on the following overarching question:

**To what extent do people think that person-centred care is being delivered today in health and care systems based on the needs, preferences and values of people at the centre of care?**

It was important that we kept the survey short and easy to respond to as we know how busy everyone is. But we still wanted to provide some opportunity for a couple of open questions to ensure we capture the complexity of PCC in real world practice and experience from the points of view of people who use health and care services, carers, health and care professionals, service managers, policy makers and researchers.

To build the survey, the team reviewed several frameworks developed to enable the implementation of PCC in practice in the past decade and had a few working sessions to agree on the domains that we wanted to focus on.

We have focused the survey questions at three levels:

- 1. The point of care:** the place where care happens, a relationship between the person, their carers (if appropriate), health and care professionals and other community resources.
- 2. The organisation:** the formal organisations that are set up to provide care, how they are resourced and how they organise work in ways that enables people-centredness.
- 3. The system:** the health and care system that plans for resourcing based on need, manages performance, provides funding and oversees the decision-making that creates conditions for person-centredness.

This knowledge generated by this survey will inform how we at the Foundation identify gaps in our knowledge and use those to determine some of our priorities in future. It will also provide evidence for leaders of care systems on the state of person-centred care globally and where they might focus some of their change effort.



# Your invitation to contribute

We want to get as wide a representation of groups and countries as we can for this survey. Please do fill in the survey at the link below, share with colleagues and people you think are interested in PCC in practice.

We will publish the results in Autumn 2024 and will be planning events to share the findings back with participants.

[Complete the survey](#)

# Appendix: References for frameworks reviewed for mapping purposes

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