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## WORKSHOP ABSTRACT

# Real World Examples: Actioning Person Centred Care and Self-Management

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**Background:** Health systems globally are striving to be more 'person centred'- delivering care in partnership with patients and families in ways that align with their needs, preferences and values. Also, supporting people to direct and drive their own care (self-management) within enabling environments is a critical component of actioning person-centred care. This meeting joins up two Special Interest Groups: 1) Actioning Person Centred Care and 2) Self-Management. This collaboration is a response to aligned agendas that were identified at the North American Conference on Integrated Care held in Calgary, Alberta. We will share global examples of person-centred care coming to life in the healthcare system and engage in discussion.

**Audience:** The session is geared to patients, caregivers, health and social care providers, managers, decision makers, volunteers and researchers who are interesting in enabling person centred health systems.

**Approach:** In our 60-minute meeting we will spend the first 30 minutes featuring key exemplars from Scotland, England and Canada on person centred care strategies that have been implemented, focusing on key implementation enablers and lessons learned. Examples from Scotland will include person centred care and self-management reflective practice learning resources created for health and social care providers. These were informed by and developed with people living with long term conditions and those from seldom heard and marginalised communities. The implementation of integrated community hubs will also be shared. Canadian examples will feature the use of patient reported experience measures for quality improvement and health care system design. From England, we will share a recent evaluation of the implementation of the National Development Team for Inclusions' Community Led Support Programme. The research includes findings relating to co-production, leadership, and culture when social care and partners work together to implement a strengths based and person centered approach in local areas. We will also hear share a programme of research exploring how patient-reported outcomes (PROs) might be used in the delivery of person-centred integrated care, highlighting the availability of curated resources to help navigate the use of PROs in clinical practice and other settings. The PROTEUS Guide to Implementing Patient-Reported Outcomes in Clinical Practice covers design, implementation, and

management of PRO systems to support communication and self-management approaches. We will then spend 20 minutes engaging in a dynamic dialogue with participants on the key ingredients of implementing and sustaining person-centred care in practice. In the final 10 minutes we will synthesize key take-aways.

Outcomes: Following the conference, we will organize findings into an infographic and share with participants and our wider networks. Opportunities for the two Special Interest to advance future work together will be explored.