



# Patient Centered Care Considerations for Crisis Services of American Indian/Alaska Native People

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# Humanization in Healthcare

- The use of a person-centered approach which asserts the intrinsic dignity of all human beings. Core values consist of:
  - Honesty and integrity, caring compassion, altruism, empathy and respect for others. (Bueno & La Calle, 2020)
- Patient centered care focuses on:
  - Patient acceptance, assessment and identification, understanding the patient and patient empowerment. (Cheraghi, Esmaeili & Salsali, 2017)
- Factors in the implementation of patient centered care include:
  - Open visitation policies, communication, well-being of the patient, presence and participation of relatives, care for the healthcare professional, prevention, management and monitoring, humanized architecture and infrastructure, and end of life care. (Bueno & La Calle, 2020)



# Patient Centered Care in AI/AN Healthcare

- The act of sharing stories can be medicine and thus healing.
- Native people may share their hurt, pain and journey through stories. Including family, communication, relationship building, being open to cultural influences and providing traditional treatment options allows western medicine to meet the needs of Native people.
- (Syllilboy & Hovey, 2020)



# Community Engagement and Native Approaches

- Capacity building is a fundamental component to community level development of outcomes leveraging the community's resources to address problems and issues.
  - Nothing about us, without us.
- Approaches:
  - Include strong representation of the Native community.
  - Community based interventions and education.
  - Development of networks with, across and in the community.
  - Intensive outreach.
  - Implement in equal partnership.
- (Smith, Morris & Epstein, 2014)