

**Registered Nurses' Association of Ontario – Nursing Best Practice
Guidelines Program
Person-and Family-Centred Care
May 2015**

Guideline Search Strategy

1. Structured Website Search

A member of the RNAO guideline development team (project coordinator) searched an established list of websites for guidelines.

Guidelines were selected based on the following criteria:

- Focus on topic of person-centred care (terms include: person- or client- or patient- or family-centred or -oriented or -focused or -directed care or practice or intervention, relationships or partnerships) which includes:
 - Defining concepts, dimensions, components, or core processes of which includes facilitators and barriers
 - Health-care practices or behaviours demonstrating
 - Effective models of
 - Basic Curricula or ongoing education/training programs or education needs for knowledge and skills to practice person centred care
 - Organization or health-system supports or responsibilities for implementation
- Published no earlier than June 2005
- Published in English, national and international in scope
- Accessible for retrieval

Websites Searched

Agency for Healthcare Research and Quality (AHRQ)
Alberta heritage Foundation for Medical Research (AHFMR) Health Technology Assessment Publications
Alberta Medical Association Clinical Practice Guidelines
American Academy of Family Physicians
Annals of Internal Medicine
Australian Commission on Safety and Quality in Health Care
Bandolier Journal
BC Office of Health Technology Assessment
British Columbia Council on Clinical Practice Guidelines
British Columbia Office of Health Technology Assessment
Canadian Centre for Health Economics (CCHE)
Canadian Institute for Health Information (CIHI)
Canadian Medical Association (CMA) Infobase: Clinical Practice Guidelines

Centers for Disease Control and Prevention
Centre for Evidence-Based Mental Health
Centre for Evidence-Based Pharmacotherapy
Clinical Evidence
Centre for Reviews and Dissemination, York University
Commission on the Future of Health Care in Canada
European Observatory on Health Care for Chronic Conditions, World Health Organization
Health Services/Technology Assessment Texts (HSTAT)
Institute for Clinical Evaluative Sciences (ICES)
Institute for Clinical Systems Improvement (ICSI)
Joanna Briggs Institute
Medic 8
Monash Health
National Health Service (NHS) Centre for Reviews and Dissemination
National Institute for Health and Care Excellence (NICE)
National Institute for Health Research (NIHR) & Health Technology Assessment Program
New Zealand Guidelines Group
Picker Institute
Registered Nurses' Association of Ontario, Nursing Best Practice Guidelines
Royal College of Nursing
Scottish Intercollegiate Guidelines Network (SIGN)
SUMSearch 2
The Campbell Collaboration
The Journal of the American Medical Association (JAMA)
The Physiotherapy Evidence Database (PEDro)
The Qualitative Report
The Sarah Cole Hirsh Institute for Best Nursing Practices Based on Evidence
TRIP Database

2. Hand Search

RNAO expert panel members were asked to review personal libraries to identify and submit potentially relevant guidelines. Guidelines submitted for consideration by RNAO expert panel members were integrated into the retrieved list of guidelines if they had not been identified by the on-line guideline search and met the inclusion criteria.

Systematic Review Search Strategy

Concurrent with the review of existing guidelines, a systematic review for recent literature relevant to the scope of the guideline was conducted by a health sciences librarian.

Databases Searched

Cumulative Index to Nursing and Allied Health (CINAHL), Cochrane Controlled Trials (CT), Cochrane Systematic Reviews (SR), Database of Abstracts of Reviews of Effectiveness (DARE), Education Resource Information Centre (ERIC), Embase, MEDLINE, MEDLINE in Progress and PsycINFO.

Inclusion Criteria:

The literature was selected based on the following criteria:

- Primary focus of the article was on the topic of person-centred care (terms include: person- or client- or patient- or family-centred or -oriented or -focused or -directed care or practice or intervention, relationships or partnerships) which includes:
 - Defining concepts, dimensions, components, or core processes of which includes facilitators and barriers
 - Health-care practices or behaviours demonstrating
 - Effective models of
 - Basic Curricula or ongoing education/training programs or education needs for knowledge and skills to practice person centred care
 - Organization or health-system supports or responsibilities for implementation
- Across health settings/sectors
- Humans, no animal studies
- Published in English
- Published between 2005 to June 2014
- Limited to meta-analysis of, or systematic reviews of, or integrative reviews of, randomized controlled trials or metasynthesis of qualitative or quantitative studies
- Within scope of nursing practice (other disciplines secondary)
- National and international in scope
- Accessible for retrieval

Exclusion Criteria:

- Dissertations, commentaries, letters, narratives, interviews, editorials, lectures, single qualitative or quantitative studies or duplicate publications
- Non-English studies
- Unpublished literature (grey literature)

Search Terms:

Below are condensed search strategies used for each research question in MEDLINE. Comparable terms were used in all other databases searched.

Question 1: What is person-centred care?

- a. How is person-centred care defined?
- b. What are the components of person-centred care?

Population	Intervention	Limits
Any person or patient or client or individual or consumer or family or caregiver who is recipient of health care or services All ages, health settings or sectors	Patient or client or person or consumer or family Centred or directed or focused or oriented Care or intervention or treatment Medical home Process assessment-Health care Principal component Analysis or formation Process or principle or concept Nurse-patient relations Value or belief	<ul style="list-style-type: none"> • Humans • English language • Yr= June 2005 2014

Question 2: What nursing or health-care provider behaviours demonstrate a person-centred approach during the delivery (assessment, planning, management and evaluation) of care to a person?

Population	Intervention	Limits
Any person or patient or client or individual or consumer or family or caregiver who is recipient of health care or services All ages, health settings or sectors	Patient or client or person or consumer or family Centred or directed or focused or oriented Care or intervention or treatment Medical home Delivery of health care Outcome and process Assessment-health care Health impact assessment Principal component	<ul style="list-style-type: none"> • Humans • English language • Yr= June 2005 2014

	Analysis or formation Process or principle or concept Nurse-patient relations Value or belief Health impact Assessment Patient outcome Needs assessment Patient care Management Planning Evaluation Decision maker or making Patient education as topic Behaviour Attitude	
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Question 3: What are the evidence-based models of care delivery which demonstrate effective outcomes support person-centred care?

- a. Components of effective person-centred care models?
- b. Enablers to the provision of the person-centred care in the model?
- c. Barriers to the provision of person-centred care in the model?
- d. Impact on satisfaction with care within all health settings?

Population	Intervention	Limits
Any person or patient or client or individual or Consumer or family or caregiver who is recipient of health care or services All ages, health settings or sectors	Patient or client or person or consumer or family Centred or directed or focused or oriented Care or intervention or treatment Medical home Delivery of health care Models, theoretical or organizational Integrated Barrier Implement Satisfaction Plan or planning	<ul style="list-style-type: none"> • Humans • English language • Yr= June 2005 2014

Question 4: What components of person-centred care should be taught in basic curricula or ongoing professional education programs?

Population	Intervention	Limits
<p>Any person or patient or client or individual or Consumer or family or caregiver who is recipient of health care or services</p> <p>All ages, health settings or sectors</p>	<p>Patient or client or person or consumer or family</p> <p>Centred or directed or focused or oriented</p> <p>Care or intervention or treatment</p> <p>Medical home</p> <p>Education, professional or nursing</p> <p>Continuing or retraining or inservice or distance or clinical or department or hospital</p> <p>Preceptorship</p> <p>Workshop</p> <p>Motivational interview</p> <p>Teaching</p> <p>Curriculum</p> <p>Webinar</p> <p>Conference, video or audio or colloquium</p> <p>Nursing</p> <p>Clinical clerkship</p> <p>Public health professional</p> <p>Nursing</p>	<ul style="list-style-type: none"> • Humans • English language • Yr= June 2005 2014

Question 5: What organizational or system structures support successful implementation of person-centred care?

Population	Intervention	Limits
<p>Any person or patient or client or individual or Consumer or family or caregiver who is recipient of health care or services</p> <p>All ages, health settings or sectors</p>	<p>Patient or client or person or consumer or family</p> <p>Centred or directed or focused or oriented</p> <p>Care or intervention or treatment</p> <p>Medical home</p> <p>Organizational policy or decision making or model of care or culture or beliefs or structure or support or strategy or procedure or evaluation</p>	<ul style="list-style-type: none"> • English language • Yr= June 2005 2014

	<p>or monitoring Delivery of health care, integrated Inservice training Education, nursing, continuing or ongoing Hospitals teaching Quality indicators, health care</p>	
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Hand Search

RNAO expert panel members were asked to review personal libraries to identify key articles not found through the above search strategies. Articles identified by RNAO expert panel members were included in search results if two nursing research associates independently determined the articles had not been identified by the literature search and met the inclusion criteria.