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### THE IMPACT OF PERSON-CENTERED CARE ON OLDER PEOPLE'S PERCEPTIONS OF CARE QUALITY IN NURSING HOMES: AN INTERVENTION STUDY

**Statement of the Problem:** The quality of care offered to older people in nursing homes varies. Nursing home administrators often claim that they provide person-centered care, but research indicates that institutional goals take precedence. Person-centered care may influence the older people's quality of life. The purpose of this study was to explore the impact of person-centered care on older people's perceptions of care quality.

**Methodology & Theoretical Orientation:** In our study, person-centered care was operationalized into one intervention: one-to-one contact (resident – carer). The intervention was systematically conducted for 12 months in one nursing home (41 residents). One of the carers should spend 30 minutes twice a week alone with one resident. This form of companionship comprised activities such as talking, watching TV and going for a walk. Face-to-face interviews using the Quality from Patient's Perspective (QPP) questionnaire were conducted both prior to intervention and immediately after the 12-month period. The questionnaire comprises of four dimensions: caregivers' medical-technical competence and identity-oriented approach, and care organisation's socio-cultural approach and physical-technical conditions. Descriptive and comparative statistics were used to test for differences between care quality perceptions before and after intervention ( $p < .05$ ).

**Results:** The older people rated all four quality dimensions significantly higher after the 12-month period. At the item level significantly higher scores were given to 'The healthcare personnel showed commitment', 'The healthcare personnel were respectful towards me', 'I received the best possible medical care' and 'There was a pleasant atmosphere on the ward'.

**Conclusion & Significance:** Older people's perceptions of care quality increase when person-centered care is operationalized and takes precedence over ward routines. The results indicate that it is possible to design a care system where the older people are at the center of the health care offered.

#### Biography

Liv Berit Fagerli has worked as a teacher and researcher at Østfold University College in Norway since 1993. Her experiences and interests, concerns community health and person centered care, both in teaching and research. From 2013-2016 she has done research together with other researchers at the University College, on older people's perceptions of care quality in nursing homes with special attention to person centered care. She has contributed in an intervention study that indicates that it is possible to design a care system where the older people are at the center of the health care offered.

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