

National RN Case Manager Certificate Program

Practice Development Activity: Principles of Patient Centered Care

Patient Centered RNCM practice includes having a variety of assessment and best practice tools at your fingertips that will assist you in better individualizing care consistent with patient's needs, preferences, and values.

Use this practice development activity to:

1. Create your own “toolbox” for ready use in your practice.
 - An easy way to do this is to create a folder on your desktop labeled PCC Tools to house your selected tools all in one place.
2. Review and download tools to your PCC Tools folder that are a match for your practice. Specifically:
 - AHRQ provides a health literacy toolkit for health professionals that includes an emphasis on shared decision-making. Review this resource link downloading tools to your PCC Tools folder that are a match for your practice:
<https://www.ahrq.gov/health-literacy/professional-training/shared-decision/index.html>
 - From the Resources posted with this topic some of the documents are tools or provide links to tools you may also want for practice. Review and download those that are a match for your practice into your PCC Tools folder.



Practice Tip: Get into the habit of reviewing your “toolbox” regularly. Continue to add new tools and best practice resources. Add tool options in other languages to better match the needs of your patient population. Include this professional development activity as part of your annual review.

