



CENTER OF EXCELLENCE *for Person Centered Practices*

CENTENE
Corporation

Person Centered Thinking FAQs

Q. What is Person Centered Thinking?

Person Centered Thinking (PCT) is a process of discovery to help those who support others better understand the wants and needs of each individual. It is made up of a set of value-based concepts and tools that result in discovering those wants and needs. Through interactions with the Person and, when applicable, their Person Centered Care Team, Person Centered Thinking gives us a way of acting on what is learned to improve the person's life and healthcare outcomes.

Q. How does Person Centered Thinking apply to my work?

By attending Person Centered Thinking Training, you will learn concepts that will improve Individual Care/Treatment Plans. Ultimately, it will aid in identifying Person centered goals that increase the likelihood of the person's successful participation in their treatment plan and attainment of their care plan goals. Desired outcomes are developed with the person from information gathered during person centered conversations about what is Important TO them. This can include what the person wants or needs to have a happy and meaningful life.

Q. Why should I attend Person Centered Thinking Training?

You should attend Person Centered Thinking Training because:

- Once you have learned and implemented Person Centered Thinking's concepts and tools, your workload will actually decrease!
- Use of Person Centered Thinking concepts and tools will increase your patient satisfaction.
- Some Providers are required to complete this training to meet contractual agreements with Centene Corporation. Contact your designated Provider Representative if you have any questions regarding this requirement.
- Person Centered Thinking Training concepts and Tools applies to *ALL* humans, across the *entire* lifespan. Therefore, you can also use Person Centered Thinking concepts and Tools with your patients, co-workers, family, friends and even yourself to lead a happier, more satisfied life!

Q. How long is the Person Centered Thinking Training?

Centene has designed a series of 4 podcasts that can be completed, at your convenience, over a two week period. These podcasts cover the core concepts of Person Centered Thinking. The material is accessible via the internet using your laptop, iPad or cell phone. Each podcast is approximately 20 minutes. Simply log into the site, complete the registration and you are on your way. Your provider representative can assist you with the link and passwords for access and additional training for Person Centered tools.