

# 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 providers 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, the 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 the 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. Outcomes should be written in future tense so the person, and those who support the person, have a clear understanding of the individual's motivation to succeed. To increase successful outcome attainment, the outcomes are rarely attached to time frames, as they are the end result of goal attainment. In return, those you support will live happier, healthier, and well-balanced lives!

### 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!
- Some Providers are required to complete this training to meet contractual agreements with Centene Corporation. Contact your designated Provider Representatives if you have any questions regarding this requirement.
- Person Centered Thinking Training concepts and Tools applies to ALL humans, across the *entire* lifespan. Therefore, anyone can benefit from the use Person Centered Thinking concepts and tools to lead a happier, more satisfied life!