

Learning Circle Discussion Guide: Person-Centered Care

Directions: In your local Learning Circles, a Peer Facilitator leads a discussion leveraging the questions below to process the training content from the most recent learning event. Please reflect on all learning topics to date as you discuss today's content including personal life experiences and how these topics might be woven into your day to day work with UHG and ultimately impact our members.

1. As a result of this training, what do you see as the core differences between the traditional “medical model” and Person-Centered Care?
2. What potentially harmful words or phrases have you heard used to describe people? What are different words that could be used instead?
3. Thinking about Person-Centered Care, what do you think is the most challenging aspect of this model?
4. If you are in a member-facing role, what strategies can you utilize that are Person-Centered?
5. Think about Roger's story. What did you hear in his history with other service providers that could have had a traumatic impact on him? How would one approach this differently?