



The Emotional Model of Care Project (EMC)

(Literature review of existing evidence related to the concepts of Compassionate Care and Person-Centered Care Approach in LTC)

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Introduction

- The Regional Municipality of Durham seeks to develop and pilot an Emotional Model of Care that aims to transform the way care is provided to residents in Long-Term Care Homes in the region through a cultural change theoretical lens by piloting change ideas from residents, families and staff to improve care and services.
- It is an anticipated culture shift from a restricted, simultaneous, task-based system of care to an emotional model of care where person-centered care is championed, and individual care needs are prioritized.
- Compassionate Care and Person-Centered care are core concepts of the Emotional Model of Care.

Purpose

- Literature review of existing evidence related to the concepts of Compassionate Care and Person-Centered Care Approach in LTC.

Recommendations

- Compassionate Care is a driver for Person-Centered care.
- Person-centered care appears to fall into place in an atmosphere of compassionate care.
- The article places much emphasis on organizational culture as barriers to compassionate care and person-centered care as many staff demonstrate a strong-willingness to make this part of their daily practice.
- The Emotional Model of Care is promising because of its potential to address these gaps in Compassionate Care and Person-Centered Care.

Methodology

Database	Cumulative Index to Nursing and Allied Health Literature (CINAHL).
Search Terms	‘Person-Centered Care in LTC’, ‘Emotional Care’, ‘Compassionate Care’, ‘Butterfly Model’, ‘Greenhouse Concepts’, ‘Eden Alternative Care’.
Years Range of Articles	2013-2025 (as the articles appeared on the CINAHL database).
Total Number of articles retrieved based on search terms	40
Articles relevant to ‘Compassionate Care’	11
Articles relevant to ‘Person-Centered Care’	9
Total Number of Articles Relevant to Literature Review	20
Countries of Origin of the Articles	USA, Canada, UK, Iran, India, Australia, New Zealand.
Healthcare Settings	Long Term Care Home, Acute Care Hospitals, Multiple Healthcare Settings, Nursing School, Community Healthcare Centre.

Key Themes

Compassionate Care	Person-Centered Care
Empathy	Choice
Emotional Intelligence	Personhood
Relational Attitudes	Family Support
Person-Centered Care	Interdisciplinary Care Co-ordination
Ethics	Environment

Outcomes of Compassionate Care and Person-Centered Care

Benefits	Challenges/Barriers
Resident satisfaction (Better quality of life)	Compassion fatigue
Family satisfaction.	Staff burnout, staff workload, time pressure.
Staff satisfaction (Feeling of fulfillment, making a difference).	Degree of organizational value of compassionate care and person-centered care.