



PERSON-CENTERED THINKING: DIRECT CARE SERVICES

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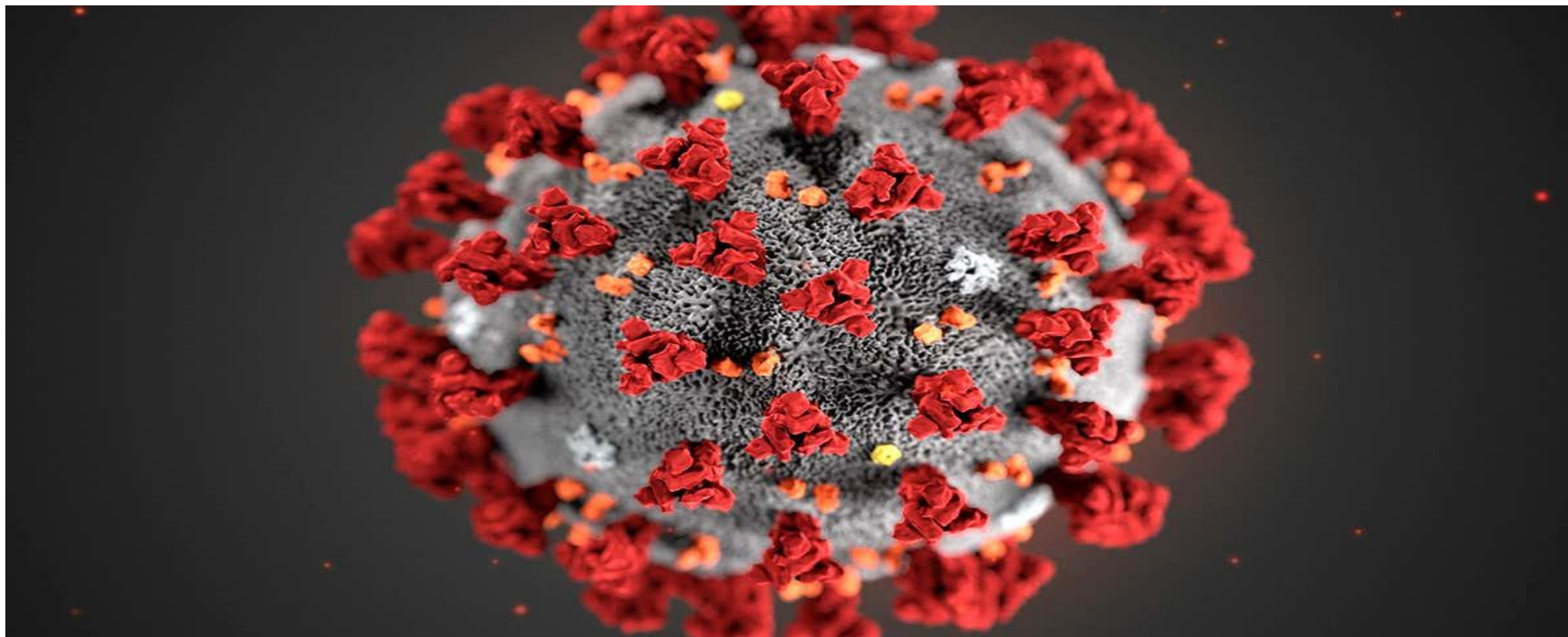
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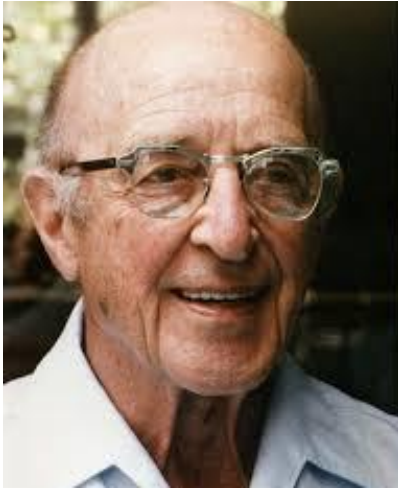
Intent of this Training: Providing Person-Centered Care

- Getting back to the basics
- Person-Centered thinking during a time of COVID-19
- Tools to enhance your knowledge of resident's needs
- Behavioral and nonverbal indicators to raise awareness of what's working or what's not working

COVID-19



Carl Rogers



Creator of Person-Centered therapy

- Empathy at the core of therapeutic change
- Clients are viewed through the lens of potential
- Therapist exhibits positive, non-judgmental regard

What is Person-Centered Thinking?

- Definition- **supporting versus dictating or fixing**
- Strength base approach and build off strengths of the person
- Knowing the personal story of the people we serve
- Build a culture of learning, partnership and accountability
- An approach used to discover meaningful information regarding a person which is later used to create a person-centered plan of supports.
- Aims to promote the individual choice, direction, and control of their life and supports they receive.
- Helps to ensure individuals are allowed positive control over their desired life, are recognized for their contributions to their community of choice, and are supported through paid and natural supports within their community.

Creating a System and Culture of Person-Centered Care

- How are you doing within your organization?
- Language- reframe
- Perspective- of knowing people and honoring what is **important to** them while balancing what is **important for** them.
- Listen to how they want to live
- Support people in making use of community resources to have the life they want to live.
- Provide the support to assist people with making these things happen.

Five Foundational Beliefs

1. Important questions: *Who is this person and what is important to them?*
2. Person-centeredness aims to change common patterns of community life.
3. Person-centeredness fundamentally challenges practices that separate people and perpetuate controlling relationships.
4. Honest person-centered planning can only come from respect for the dignity and completeness of the whole person.
5. Assisting people to define and pursue a desirable future tests the person's clarity, commitment and courage.

Quality of Life and Self-Determination

- What does quality of life mean to the person?
- What does self determination mean to the person?
- Autonomy
- Dignity of risk – informed choice and importance of documentation
- *All of which are germane to long term care communities.*

Tools for Analysis and Action

OUR POLICY IS PATIENT CENTRED CARE, SO YOU HAVE TO FILL OUT FORMS, AB6-12, MR7-9 AND XE113.

UMM DON'T YOU MEAN PAPER CENTRED CARE.



Important to and for

- Important To:
 - Comfort
 - Happiness
 - Contentment
 - Fulfillment
 - Satisfaction
- Important For:
 - Health and Safety
 - Being a valued member of the community

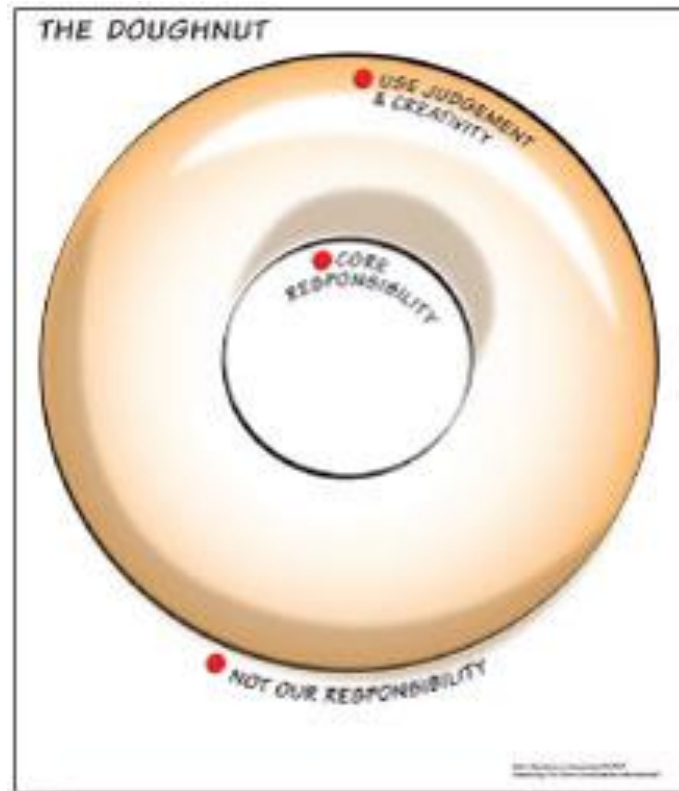
Relationship Maps

- Sorting out who to talk to and who to listen to.
- Questions to ask of people who can tell you about the person:
 - What do you like most about him/her?
 - What do you admire about him/her?
 - When is the last time you had fun together?
- What do the answers reveal? Does they reflect a personal or a working relationship with the individual?
- Be persistent in asking “Like, Admire, and Fun”
- Listen for the personal connection

Working and Not-Working tool

- Consider what's working and not working from different perspectives
 - The perspective of the person with whom you are working.
 - Also the perspectives of staff, family, or key stakeholder.
- Looking at a particular issue or circumstance.
- Core principles of negotiation:
 - Person feels listened to.
 - Start with common ground (what can everyone agree on?)
 - Be unconditionally constructive

The Doughnut



The Doughnut

- Our core responsibility
 - What is important to do, as instructed
- Judgment and creativity
 - What is tried to see if it works
- Beyond the boundary
 - Not our responsibility
- “Carrie’s story”

Four plus 1

- What have we tried?
- What have we learned?
- What are we pleased about?
- What are we concerned about?
- Where do we go next?

Learning Log

- Date
- What did the person do?
- Who was there?
- What did you learn about what worked well?
- What did you learn about what didn't work well?
- “Beverly’s story”

What else can you do?



Listen, Listen, Listen

- Relationship is critical in long term care communities;
- What is being “said” to you that indicates success or needing a different approach?
 - Nonverbal communication makes of 85% of all communication.
- Embrace the philosophy of “being *with*” people rather than “doing *to*” people.

From the Mud, grows the Lotus

- Adversity allows opportunity for growth and creativity;
- Person-Centered Thinking is a Strength-Based philosophy of being *with* people, not *doing to* people;
- Person-Centered Thinking is best modeled by YOU to create systemic change that reverberates across all levels of care and, ultimately, affects residents, and families.



RESOURCES

Person-Centered Care Resources

- **NORC**

- Person-centered care - <https://ltcombudsman.org/issues/person-centered-care>
- Trauma-informed care – <https://ltcombudsman.org/issues/trauma-informed-care>

- **Consumer Voice**

- Resident-Directed Care/Culture Change <https://theconsumervoice.org/issues/for-advocates/resident-directed-care>
- My Personal Directions for Quality Living - [Blank Form](#) & [Sample](#)
 - A tool from Consumer Voice, with edits by SAGE, for individuals to share what matters to them for person-centered care.
- Information for LTC consumers - <https://theconsumervoice.org/issues/recipients>
- Information for Family Members - <https://theconsumervoice.org/issues/family>

Resources

National Long-Term Care Ombudsman Resource Center (NORC)

www.ltombudsman.org

- Coronavirus Prevention in Long-Term Care Facilities: Information for Ombudsman Programs
https://ltombudsman.org/omb_support/COVID-19

National Consumer Voice for Quality Long-Term Care (Consumer Voice)

www.theconsumervoice.org

- Coronavirus in Long-Term Care Facilities: Information for Advocates
<https://theconsumervoice.org/issues/other-issues-and-resources/covid-19>
- Coronavirus in Long-Term Care Facilities: Information for Residents and Families
<https://theconsumervoice.org/issues/other-issues-and-resources/covid-19/residents-families>



The National **Long-Term Care** **Ombudsman** Resource Center

Connect with us:

www.ltcombudsman.org
ombudcenter@theconsumervoice.org



The National LTC Ombudsman Resource Center



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Thank you

