



PERSON-CENTERED THINKING: A PRIMER FOR FAMILIES

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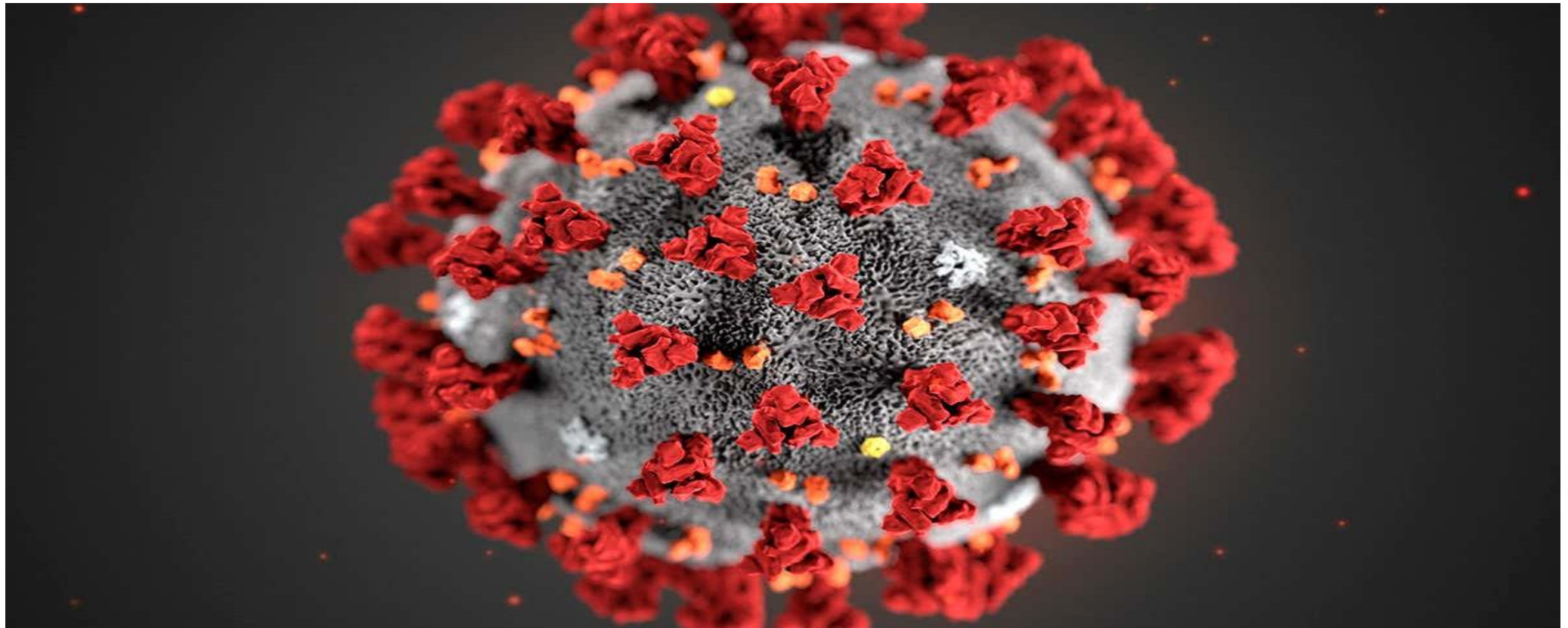
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Intent of this Training

- What is Person-Centered thinking and how does it impact your loved one?
- How do we know when it's working and when it's not?
- How can you support the long-term care community in their quest for culture change?
- Behavioral and nonverbal indicators to raise awareness of what's working or what's not working

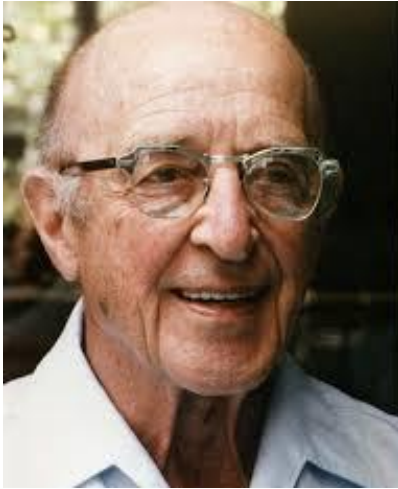
COVID-19



Who is “Family”?

- “Family” refers to two or more people who are related biologically, legally, or emotionally.
- Consists of individuals who are most meaningful and supportive to the individual.
 - Blood relatives, adoptive parents, adoptive kids, legal guardians, extended family, same-sex or opposite-sex partners, and friends.
- The person (if competent) defines “family” and determines the degree of family involvement in his or her care.

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?

- Respect and Dignity.
 - Providers listen to and honor the perspectives and choices of the person and his or her family, and incorporates that knowledge into their care.
- Information Sharing.
 - Providers communicate with the person and family, sharing complete and accurate information in ways that are useful and allow the person and family members to fully participate in decision-making.
- Participation.
 - The person and family are encouraged to participate in decision-making at the level they choose.
- Collaboration.
 - The person and family are included in various collaborative efforts to improve care, education, service delivery, and program and policy development.

Creating a System and Culture of Person-Centered Care

- Language- reframe
- Perspective- of knowing people and honoring what is **important to** them while balancing what is **important for** them.
- Listen to how residents want to live
- Support people in making use of 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.*

Important to and for

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

Family plays an important role

- Sharing your loved one's and family-specific knowledge, values, beliefs and cultural backgrounds to aid in the planning and delivery of care.
- Providing feedback to Administrators can help in developing protocols and procedures that facilitate communication between family members and staff that honors the unique perspectives, values, and needs of each resident receiving care.

“Connie”

- Connie’s dementia had worsened and she had multiple chronic health conditions. Recently, she required a catheter.
- In her sleep and while awake, Connie appeared to pull at the catheter tube taped to her leg.
- To protect Connie, nursing staff attempted to use methods of distraction, and had positioned her near the nurses’ station to keep “eyes on.” Staff were at a loss as to how to keep her from pulling at the catheter tube.
- Her sister knew something the staff didn’t: *Connie had severely sensitive skin.*
- Staff treated her itching with antihistamine cream and continued to monitor her.

This is Person-Centered Care

- Recognizing the cause of Connie's scratching is person-centered care.
- Using the individualized intervention is person-centered care.
- Advocating for someone you love is person-centered care.
- Honoring a resident's preferences is person-centered care.

Tough Choices during COVID-19

- Communication can be challenging during a global pandemic.
- You have resources:
 - The Long-Term Care Ombudsman program (visit https://theconsumervoice.org/get_help to locate a program)
 - National Consumer Voice website (www.theconsumervoice.org)
- Stay connected to your loved one through phone calls, video calls, cards, letters, window visits.
- Provide statements of encouragement and “listen” for signs indicating emotional distress or physical decline.

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 creates systemic change that reverberates across all levels of care and, ultimately, affects your loved one and you.
- You can make a difference!



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

