

Unlocking the Secret of Possibility...
...The Heart of Person Directed Care

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Objectives

- Articulate what person centered care is and what a person centered culture looks like.
- Articulate the fundamental principles of a person centered culture.
- Articulate essential strategies for success.
- Gain practical tips for transforming culture.

Where are you on your journey?

- Haven't even started—what is person centered care?
- Just starting out—taken some baby steps but it's harder than it looks.
<https://youtu.be/p3JPa2mvSQ4>
- We're in the groove—been doing it awhile & we're pushing the envelope

Time for a change

- ▶ How many of you can honestly say that you are looking forward to the day when you will live in a nursing home?
- ▶ Why not?
- ▶ What is it about nursing homes or institutionalized settings that make us want to say "not me...never!"

A word cloud on a black background containing the following terms: Pets, Control, Privacy, Fear, Institutional, Loss, Identity, Home, Freedom, Family, Food, Lack, and Dependency.

**Possibility says it doesn't
Have to be that way....**

**...the secret is in knowing the
Person and honoring that person**

What would you want someone to know about you?

- You've had a stroke and have been told that you are not able to return home and that you will have to go a nursing home.
- What would you want those caring for you to know about you?
- What would be important for you to have to feel at home?



If those things are important to us, are they not important to those that you serve?

The question becomes why is it so hard for us to make our communities home for our elders?

What keeps us from change?

- Fear
 - What if it doesn't work?
 - What if it does and the residents want more?
- Cost
 - Too expensive; we can't afford it.
- Regulations
 - The state won't let us—we will get deficiencies
- Time
- Overall resistance
 - This is the way we've always done it.



Transformation is Hard Work

- And while significant progress has been made throughout the country, it is estimated that only about 31% of communities have adopted culture change principles*
- *Resident directed culture that is supported by the environment and organizational structure
- Source: The Commonwealth Fund 2007 National Survey of Nursing Homes

So what *is* person centered care and what does a person centered culture look like?

What person centered care is not:

- First and foremost person centered care is not all about the environment.
 - Plants, animals and children don't make a community person centered
 - Private rooms don't make a community person centered
 - Changing dining doesn't make a community person centered
- Person centered care is not all about choice

Real person centered care is ***Directed by the person*** and ***Lived out when the voice of the Elder is heard and honored.***

The Heart of Person Directed Care

- Keys to unlocking the secret of possibility
 - Respect
 - Relationships/Community
 - Roles
 - Transformed Systems

**The Heart of Person Directed Care—
Key # 1: Respect**



- Who is the person?
 - She is more than the diagnosis or why she is in your community, although that is important.
 - The elder wouldn't need you if there wasn't a physical need—care or safety.
 - Don't stop at the frailty of the person—you must see past their physical need and the tasks to see the person.
 - Focus on their abilities not their disability

**The Heart of Person Directed Care
Key # 1: Respect**

- Who is the person?
 - What is her name?
 - Our name is important—our identity before we were born
 - Who is his **family**—was he married? Does she have children?
 - We are much better caregivers when we partner with the family; they know their loved one better than we ever will and we need to listen to them and honor their voice as well.

The Heart of Person Directed Care
Key #1: Respect

- Who is the person?
 - What gifts does he/she have?—hospitality, caregiver, engineer
 - How can you tap those gifts to engage the elder in their life?
 - What gives them purpose?
 - Everyone needs a reason to get out of bed in the morning—meaningful engagement
 - Not busy work



The Heart of Person Directed Care
Key #1: Respect

- Who is the person?
 - What are their **dreams** and **hopes**?
 - Just because an elder is limited, doesn't mean that they don't have dreams.
 - How can you **discover** those?
 - What brings them **joy** each day—daily pleasures?
 - Creates **normalcy**; natural **rhythms of life**
 - Giving **choice**—**self determination**



The Heart of Person Directed Care
Key # 2: Relationships

- Two of our greatest needs as human beings are to love and be loved
- We need to create environments where relationships can blossom
 - Between elders
 - With family
 - With staff



The Heart of Person Directed Care
Key # 2: Relationships

- Don't force them—best friendships happen naturally.
- Meaningful two-way relationships
 - Creating environments where elders can care for staff
 - Opportunities for celebration
 - Opportunities for connection

The Heart of Person Directed Care
Key # 2: Relationships

- Relationships nourish our souls
 - Fill our lives and the lives of our elders
 - Fill the spaces in our lives that all of the other stuff (routines, schedules, etc.) doesn't.

The Heart of Person Directed Care
Key # 3: Roles

- Department silos and "It's not my job" has to go!
 - No position/dept is more important than others
 - Decision making must be as close to the elder as possible

The Heart of Person Directed Care
Key # 3: Roles

- Transformation to **self-led teams**
 - Direction comes from the elders and is supported by the team closest to them
 - Self-led teams help to define the life in the community
 - Like a functional family the team shares the work but all have a unique expertise.

The Heart of Person Directed Care
Key # 3: Roles

- Self-Led Teams
 - Collectively responsible
 - Foster cooperative interactions/teamwork
 - Cross-trained—meet the need of the elder at the time of the need
 - Authority

Action Pact

The Heart of Person Directed Care
Key # 3: Roles

- The heart of person directed care is to meet the need of the elder at the time of the need

Versatility at Passavant Community

- Household Assistants
- Extended family

The Heart of Person Directed Care
Key # 3: Transformed Systems

- Historically, "we put the system's perceived efficiencies ahead of what is best for the individual." *
- It's a case of "we know what's best for you," BUT...
- If we really know the person and are committed to honoring the elder, our systems can't help but be transformed.
- It becomes "What is best for you?"

*In Pursuit of the Sunbeam" by Steve Shields and LaVrene Norton 2006

The Heart of Person Directed Care
Key # 3: Transformed Systems

- "All systems, including treatments, exist to support and serve the person, within the context of his or her life pursuits."*
- Passing Medications
- Dining
- Sleeping

*In Pursuit of the Sunbeam" by Steve Shields and LaVrene Norton 2006

The Heart of Person Directed Care
Key # 3: Transformed Systems

- ▀ Bathing
- ▀ Consistent Assignments

Essentials for Success

- ▀ Leadership commitment
 - ▀ This is a shift in mindset and leadership support is imperative
- ▀ High Involvement
 - ▀ This is an "all in" approach
 - ▀ Staff
 - ▀ Residents
 - ▀ Family
 - ▀ Volunteers

The How To...Leadership

- ▀ Personal transformation
- ▀ Start small
- ▀ Make the case

The How To—High Involvement

- Find your fellow passionate visionaries
- Steering Team
- Action Teams
- Break down the silos
- Be willing to take risk

Tools & Tips For Transforming Culture

- Learning Circles
- Huddles
- Appreciative Inquiry
- Artifacts of Culture Change
- Preferences for Everyday Living (PELI)

The Heart of Person Directed Care Bump's Law

- What does the elder want?
- How did the elder do it at home?
- How do you do it at home?
- How should we do it here?

*Linda Bump, MPH, RD, LNHA

Unlocking the Secret of Possibility

- Flexibility and agility in our systems is critical to real person centered care
- If we really hear and honor our elders' voices, our systems, communities and homes will change. It starts one at a time.

"All the possibilities of your human destiny are asleep in your soul. You are here to realize and honor these possibilities. When love comes in to your life, unrecognized dimensions of your destiny awaken and blossom and grow. Possibility is the secret heart of time."

— John O'Donohue, *Anam Cara: A Book of Celtic Wisdom*

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