



FROM PAPER TO PRACTICE: IMPLEMENTING PERSON-CENTERED CONCEPTS

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Workshop Report

Background...

- The 'Person-Centered' philosophy shifts from a "care" role to more of a "support" role for the older adult. It allows them to make their own decisions and the caregiver supports them in doing so.
- This philosophical shift involves thinking beyond a diagnosis or illness as the basis for service delivery. It involves "supporting" the individual in the decisions.
- Listen to what the older individual is saying, listen to what they actually mean and then act on what you hear.
- Key Values & Principles:
 - Assist individuals in achieving a lifestyle of dignity, respect, support, competency and success;
 - Empower individuals to set and reach personal goals;
 - Recognize individual choice to make informed decisions;
 - Build on strengths;
 - Create community connections in which people can develop relationships;
 - Listen and act on what's important and needed;
 - Understand people in the context of their gender, race, and culture.
- Important to distinguish and balance between two concepts of care:
 - **Important TO:** what is important to a person includes only what people are "saying" with their words or behavior. When words or behavior are in conflict, listen to the behavior. What are they saying is important to them?
 - **Important FOR:** what is important for a person includes only those things that we need to keep in mind regarding issues of health or safety, and what others see as important to help the person be a valued member of their community.

Person-Centered Care EXAMPLE...

- Eden, NC
- Facility has looked at rules for the shower schedules to make it more person-centered;
- This allows residents to be more flexible and take showers when it is more convenient for them..
- How activities are planned within the facility has also been reviewed. Some of the residents are able to schedule their own activities, i.e. playing cards with a friend. They don't necessarily

need a staff member to arrange this for them at a particular time. This change supports the residents to make their own decisions about certain daily activities.

RESOURCES...

- HANDOUT: Person-Centered Concepts [PowerPoint presentation](#)
- [Person-Centered Activities](#), DHHS, Office of Long-Term Services and Supports