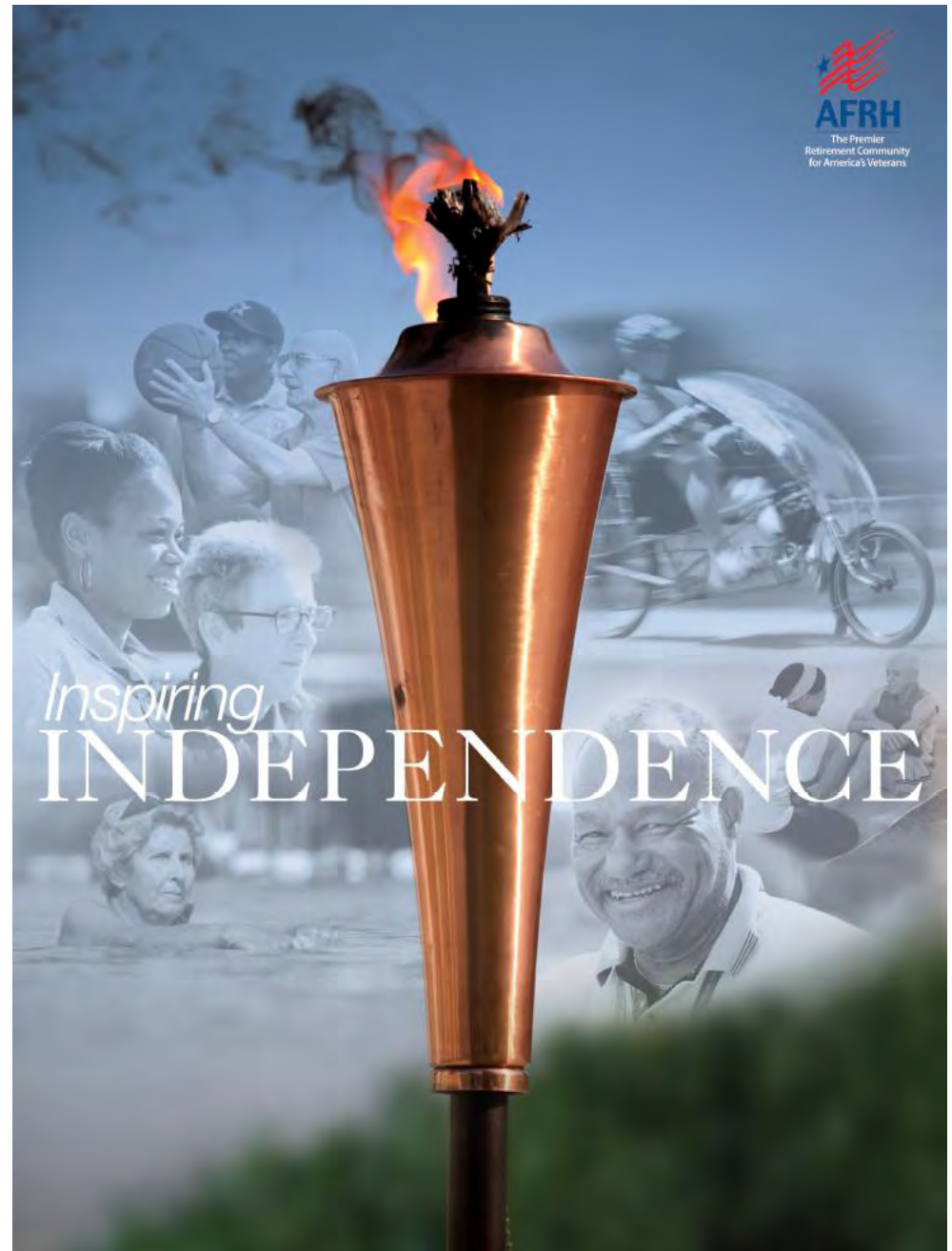




AFRH Person-centered Care

December 2011





Person-centered philosophy

- What is a person-centered philosophy?
- What is AFRH doing to implement the person-centered philosophy?



“Person-centered” information on the Internet

- Ohio Person-Centered Care Coalition
http://www.centeredcare.org/pages/about_centeredcare.asp
- What is Person Centered Care? By Eric Haider
<http://www.idealnursinghome.com/care.htm>
- Amazon search for books: person-centered care
http://www.amazon.com/s/ref=nb_sb_noss?url=search-alias%3Dstripbooks&field-keywords=person-centered+care&x=0&y=0
- Person-Centered Care for Nursing Home Residents: The Culture-Change Movement
<http://www.commonwealthfund.org/Content/Publications/In-the-Literature/2010/Jan/Person-Centered-Care-for-Nursing-Home-Residents.aspx>
- LeadingAge, formerly AAHSA
http://www.aahsa.org/uploadedFiles/IFAS/quality_improvement/Culture_Change_Toolkit/Other_Initiative_Docs/Person-Centered%20Care%20JGN%20article.pdf
Initiating Person-Centered Care Practices





CARF

Commission on Accreditation of Rehabilitation Facilities

- CARF accredits AFRH as required by law
- 2010 CARF Standards Manual has 4 sections:
 - Section 1. **ASPIRE**® to Excellence
 - Section 2. Care Process for the Persons Served
 - Section 3. Program Specific Standards
 - Section 4. Specialty Population Designations



CARF Standard:

<u>Section</u>	<u>Standard</u>
1.A.2.a.(2)	A person-centered philosophy: Is demonstrated by: Personnel.



What PCC is all about

- Person-centered definition:
 - Everybody deserves decision making, choice, and participation in their lives.
- Tension between economies of scale and choice.
 - Money will always drive toward economies of scale.
- Person centered communities foster a culture that supports: Autonomy, Diversity, Individual choice –within the context of living in the real world.
- It's not about giving people everything they ask for. You don't get that anywhere you live. It's a negotiation, which requires that residents and staff be included in decision-making.



What PCC is all about

- *"Culture change" is the common name given to the **national movement for the transformation of older adult services, based on person-directed values and practices where the voices of elders and those working with them are considered and respected.***
- *Core person-directed values are choice, dignity, respect, self-determination and purposeful living. -Pioneer Network*



Key ideas

- Choice
- Autonomy
- Empowerment
- Accountability
- Service
- Satisfaction
- NOTE: PCC is inclusive of the whole community: residents, **staff, contractors, volunteers, family members, stakeholders**

NEW WAY TO THINK AND ACT: CULTURE CHANGE



10 Terms For Person-Centered Care

#1

CARF The **Commission on Accreditation of Rehabilitation Facilities (CARF)** is an independent, nonprofit organization that focuses on advancing quality services to best meet the needs of service users. CARF accredits AFRH as required by law, focusing on both quality and results.

#2

Person-Centered Care The concept of person centered care reflects a shift from “care and protection of the body” to “support of people in obtaining lives of personal satisfaction.”

- Resident is empowered to become an active participant in planning, selecting, and evaluating services provided by the organization
- Staff are empowered to become a resident advocate
- Culture change from an “institution” to a “home”



10 Terms For Person-Centered Care

#3

Health & Wellness Philosophy of Aging Wellness is a positive state of well-being...the opportunity to feel strong, active, wise and worthwhile...to achieve personal fulfillment and quality of life.

- Physical wellness
- Social wellness
- Emotional wellness
- Intellectual wellness
- Spiritual wellness
- Vocational wellness
- Nutritional wellness
- Environmental wellness



10 Terms For Person-Centered Care

#4

Aging in Place Aging in place is the ability of an individual to remain in one's own home or living unit of a retirement community for as long as possible, making use of supportive services, technology, special design features and other assistance as needed in order to live as independently and as comfortable as possible as their needs change over time.

- Independent Living Plus (ILP) Program
- Pilot program initiated in February 2010 at AFRH-Washington

#5

Safety Freedom from the occurrence or risk of injury, danger, or loss.

#6

Resident Rights The rights of all residents of senior housing and long term care communities are guaranteed to protect their quality of life and care.



10 Terms For Person-Centered Care

#7

Accessibility The degree to which a product, device, service or environment is accessible to as many individuals as possible. A barrier to accessibility can be described as anything that prevents a person from fully participating in all aspects of society.

Architecture

Environment

Attitudes

Finances

Employment

Communication

Transportation

Community Integration

Cultural Competency Focuses on effective interaction with or between people of different cultures through initial awareness as well as targeted communication skills.



10 Terms For Person-Centered Care

#8

Customer Service Success depends upon our ability to consistently satisfy ever-changing customer preferences. Exceptional service is an AFRH Guiding Principle.

#9

Professional Conduct (Expectations) Refers to the skill, good judgment, and polite behavior that are expected from a person who is trained to do a job well - no matter what level of mental or physical impairment of the person served....or the person serving.

#10

Team Effort: Tearing Down Silos Teamwork and collaboration across service areas are essential for success.



How AFRH implements PCC

- Agency Strategies
 - Activities
 - Programming
 - Services
 - Construction
- Resident Awareness
- Staff Training
- Volunteer and Contractor briefings