



MAKING OREGON VITAL FOR ELDERS

MOVE-ing Toward Person-Centered Care: Practical Tools for Caregivers

Forum on Aging in Rural Oregon
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Today's Learning Objectives:

Describe person-centered care

Apply the mnemonic “TRACK” (Tune-in, Relate, Assist autonomy, Collaborate, Know the person) to enhance person-centered care practices

Identify 3 ways to provide person-centered care



The Beginning...

The movement for change grew from a desire to think & act more positively about long-term care





National Level

Mission:

To advocate and facilitate deep system change and transformation in our culture of aging.

www.pioneernetwork.net





State Level

2005



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MOVE Vision:

A Culture of Aging that is Life-Affirming, Satisfying,
Humane and Meaningful

MOVE Mission:

MOVE advocates and facilitates deep system change
and transformation in our culture of aging in Oregon.
To achieve this, we raise awareness of Oregonians to
nurture and promote person-centered care and
supports.





Who are we?

Care partners

Administrators

Social Workers

Quality Improvement
Specialists

Academics

Leading Age and OHCA

Alzheimer's
Association



Accomplishments

Educational programs

Rural outreach

Education products

DVD, *Transforming Your Dining Services*

CD-ROM, *Policies for Staff Attendance & Absenteeism*

MOVE Consumer Guide

***Online training Let's Get Real:
Being Person-Centered in a
Task-Oriented World***



What does person-centered care mean to you?

- What does it look like in practice?



Think about what matters to you

- What does “home” mean to you?
 - *Is it the place?*
 - *The people?*
 - *Your belongings*
 - *Memories?*





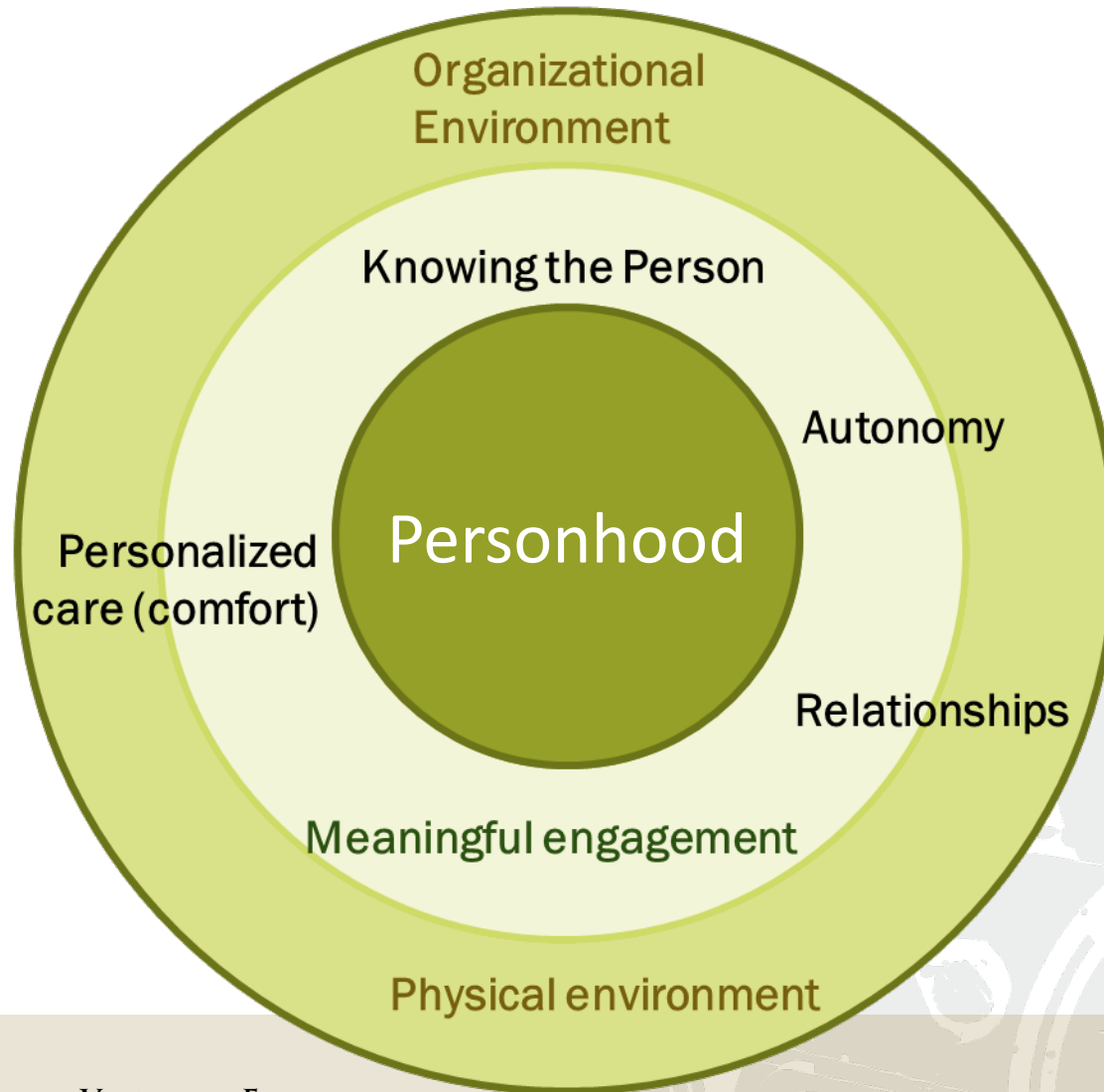
Person-Centered (Directed) Care

... a philosophy of care that requires thinking about and planning with and for people who require assistance in their daily lives and providing that assistance in such a way that the person is honored and valued and is not lost in the tasks of caregiving.

The emphasis is on well-being and quality of life as defined by the person.

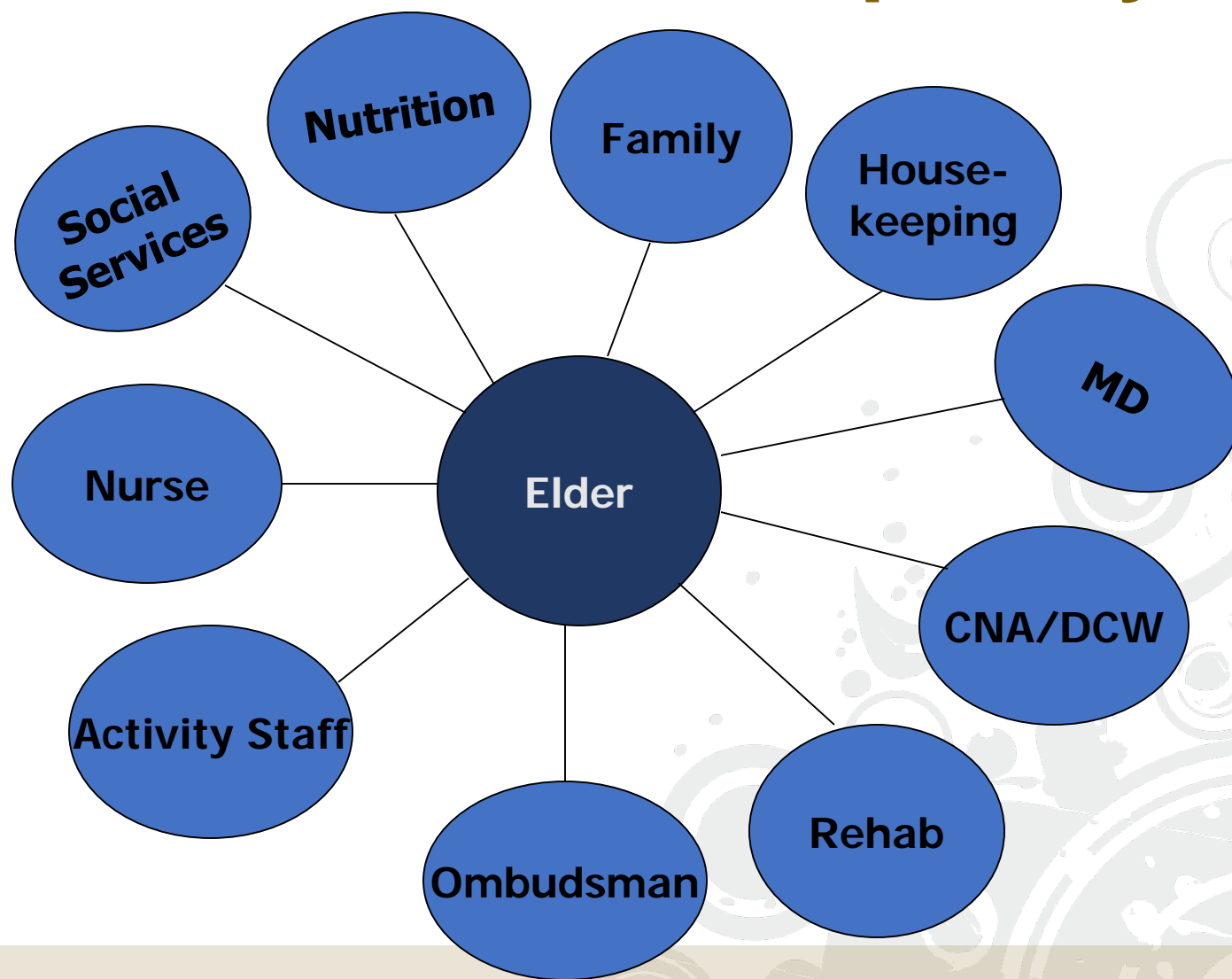


Elements of Person-Centered Care





Collaborative Interdisciplinary Team





Provider Directed	Staff Centered	Person Centered	Person Directed
Mgmt. makes most of the decisions with little conscious consideration of the impact on residents and staff.	Staff consult residents or put themselves in residents' place while making the decisions.	Resident preferences or past patterns form basis of decision making about some routines.	Residents make decisions every day about their individual routines. When not capable of articulating needs, staff honor observed preferences and lifelong habits.
Residents accommodate staff preferences; are expected to follow existing routines.	Residents accommodate staff much of the time—but have some choices within existing routines and options.	Staff begin to organize routines in order to accommodate resident preferences—articulated or observed.	Staff organize their hours, patterns and assignments to meet resident preferences.





The quality of the relationship between the elder and the caregiver is the most important factor in satisfaction for both elders and the staff.





Person-Centered Care


- What is important TO you?
- What is important FOR you?



Staff View

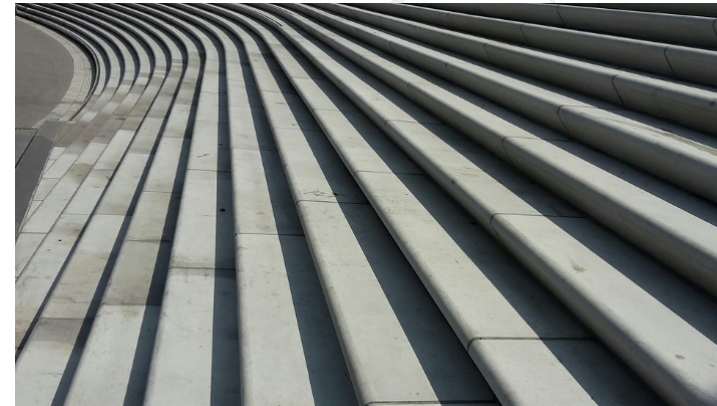
- What are the challenges in doing person-centered care?
- What is within your control vs out of your control?





Begin the Learning Process: The Next Steps as an Individual

- Self-reflection
 - * what are my values?
 - * what can I change?
- Listen to Elders
- Listen to the language used





The Power of Language

- Care givers vs. care partners
- Doing “for” vs. doing “with”
- Task vs interaction and relationships
- What are your examples?





Online Course

Let's Get Real: Being Person-Centered in a Task Oriented World

Online Course



[CLICK HERE FOR TIPS FOR NAVIGATING THESE COURSES](#)



MODULE 1: WHAT IS PERSON-CENTERED CARE?



MODULE 2: TRACK YOUR PROGRESS.



Study Guides



NURSING HOME

ASSISTED LIVING

ADULT CARE HOME

MEMORY CARE

HOME CARE



TRACK

T

Tune-in

R

Relate

A

Assist autonomy

C

Collaborate

K

Know the person

“Am I on **TRACK** to provide person-centered care?”





Tune-in

- Be in the moment
- Be aware of yourself
- Be aware of the person
 - What is unique about this person?
 - How does this person feel about living here?
 - What is going on today?



Relate to the Person

- Connect
- Build a relationship
 - Elder with caregiver
 - Elder with others
- Am I asking this person about things that are important to them?
Or, am I just talking about care?





Assist Autonomy

- What am I doing to support this person to live the way he or she wishes to live?
- Am I following this person's preferred routines?
Have I asked recently?
- Am I offering meaningful choices?
- As a team, are we figuring out how to support choices that we feel are risky?





Collaborate

- Am I being a partner to this person, or is the relationship mostly one-sided?
- Am I working with the person?
- Am I working with other people (e.g., other staff, family members, supervisors) to figure out how to provide better support?





Know the Person

- What is the life history of this person?
- What does this person feel are major accomplishments or milestones in his/her life?
- Who is important to her?
- What is he interested in?
- What makes a good day? A bad day?





Practice Scenarios





Ginny's Shower

- **T**une-in
 - **R**elate
 - **A**ssist Autonomy
 - **C**ollaborate
 - **K**now the Person
- ◉ How might getting to know Ginny better help accomplish the task of keeping her clean while making it a more pleasant experience for everyone?
 - ◉ How might Tania collaborate with others in this situation?



Ginny's Shower

- **T**une-in
 - ◉ What parts of TRACK can be seen in this scenario?
- **R**elate
 - ◉ Think of a time when information offered by staff other than direct caregivers helped improve a resident's experience.
- **A**ssist Autonomy
- **C**ollaborate
- **K**now the Person



Ginny's Hair

- **T**une-in
 - **R**elate
 - **A**ssist Autonomy
 - **C**ollaborate
 - **K**now the Person
- ◉ What examples do you have of figuring out what someone wanted and providing it in a way that brought pleasure to the person?
 - ◉ What can staff learn from Tania?
 - ◉ What parts of TRACK can be seen in this scenario?



Lottie

- Tune-in
 - Relate
 - Assist Autonomy
 - Collaborate
 - Know the Person
- ◉ What sorts of care issues have you noticed cause us to avoid residents, and why?
 - ◉ What do you think Sarah knew about Lottie that the rest of the staff did not?
 - ◉ If you were Pedro, what questions would you ask Sarah?



Lottie

- Tune-in
- Relate
- Assist Autonomy
- Collaborate
- Know the Person

- ◉ What are some experiences you have had in building a relationship with a person whose behaviors were difficult to understand?
- ◉ How can the rest of the staff learn from Sarah?
- ◉ How can the staff continue to support Lottie and help her improve her quality of life?



Lottie

- Tune-in
 - Relate
 - Assist Autonomy
 - Collaborate
 - Know the Person
- ◉ How could this approach work in your community or care home?
 - ◉ What parts of TRACK can be seen in this scenario?



Ben

- Tune-in
- Relate
- Assist
Autonomy
- Collaborate
- Know the
Person

- ◉ How did Natasha support person-centered care when family members wanted something else?
- ◉ What could the staff have done to prevent the “blow-up” with Ben’s daughter?
- ◉ How was TRACK used to support Ben?
- ◉ What are some ways you have helped family members learn about person-centered care?

How do we know it is working?



Questions?





Summary:

Describe person-centered care

Apply the mnemonic “TRACK” (Tune-in, Relate, Assist Autonomy, Collaborate, Know the person) to enhance person-centered care practices

Identify 3 ways to provide person-centered care





Take Action

- Complete the online MOVE Let's Get Real modules
- Share online MOVE Let's Get Real modules with coworkers
- Talk to others including leadership at your organization
- Listen to your elders



MOVE Online



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Let's Get Real:
Being Person-Centered in a Task Oriented World

**Want to learn how to stay
on TRACK?**

This online course will give you an overview of person-centered care and a simple tool to help you in the care you provide.

READ MORE

Online Course Let's Get Real: Being Person-Centered in a Task Oriented World





Resources



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- orculturechange.org



Pioneer
Network

Changing the culture of aging in the 21st century

- pioneernetwork.net



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