Person Directed Care: Back to the Basics

FUNDAMENTAL PRINCIPLES TO IMPROVE QUALITY OF LIFE

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Agenda Overview

- Introduction to Person-Directed Care
- Defining Person-Directed Culture and Core Beliefs
- Comparing Traditional and Person-Directed Cultures
- Organizational Design for Culture Change
- Empowering Staff for Person-Directed Care
- Implementing Person-Directed Practices
- Practical Examples and Overcoming Challenges
- Tools, Resources, and Call to Action

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Learning Objectives

Key Learning Goals
Understand fundamental elements that support a person-directed culture and its importance.

Organizational Design
Learn organizational design elements essential for effective cultural transformation.

Practical Implementation Tools
Gain practical tools to implement person-centered practices in organizations.

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Defining Person-Directed Culture and Core Beliefs

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Culture =

The predominating attitudes, beliefs, values and underlying assumptions that characterize an organization.

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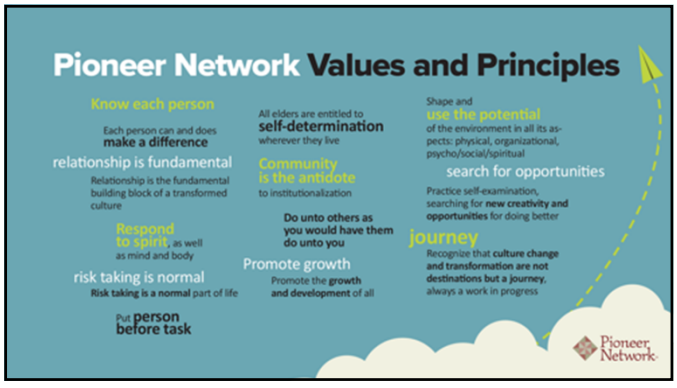

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How's the Journey Going?

- It feels like I'm pushing a 10-ton boulder up hill
- I feel like every time we take a step forward, we take 2 steps back
- We are not even thinking about culture change – it ended for us with Covid
- We are making baby steps
- Ours is a well-oiled team all headed in the same direction

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Comparing Traditional and Person-Directed Cultures

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What is the culture of "traditional" nursing homes?

An approach to care that retains or keeps:

- Certain beliefs about the people who live in nursing homes
- Old customs and the way we did things
- Old behaviors and the accepted actions of every day
- An "old language" that shaped how we regarded the nursing home world

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What do you think it looks and feels like to live in an institutional nursing home?

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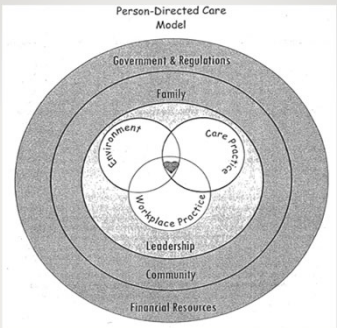
Person-Directed Care Model



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CMS Defines Person-Centered Care

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§ 483.5 Definitions

To focus on the resident as the locus of control and support the resident in making their own choices and having control of their daily lives.

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Building a culture of *home*

What does *home* mean to you?

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Continuum of Provider-Directed to Citizenship Model

Provider Directed	Staff Centered	Person Centered	Person Directed	Citizenship
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 have influence on the community, they are problem solvers, share responsibility for each other, they are expected to contribute. Organization & staff support people to exercise autonomy, connection and well-being, and work to remove systemic barriers.
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.	

Low — **Continuum of Person-Directedness** — High

Developed by Crotty, Rader, and Misiorski, 2005. Adopted by Christian Living Communities, 2021 Susan Misiorski and Joanne Rader, distributed at the Pioneer Institutes, 2005.

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A Place to Start: Language – Do we have a problem?

"Over … time, I've come to realize that much of the language we use is in need of replacement because it unintentionally demeans people, contributing to a hierarchical sense of "us and them" or a dehumanizing institutional culture instead of a nurturing community with respect for its members."

— Karen Schoeneman

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Is there a word you hear that says "institutional culture" to you?

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What IS the language of Culture Change?

Language that acknowledges and respects long-term care residents as individuals.

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Building a culture of Person-Directed Care & Services

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Our Driving Force: The WHY

"Three plagues of the human spirit that are killing our residents: boredom, loneliness, helplessness"
(Bill Thomas)

"Quality of care without quality of life is pointless"
(Steve Shields)

"Care giving is as much about caring for the human spirit as it is about the human body"
(Nancy Fox)

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Physical Transformation

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What do you think of when you think of home?

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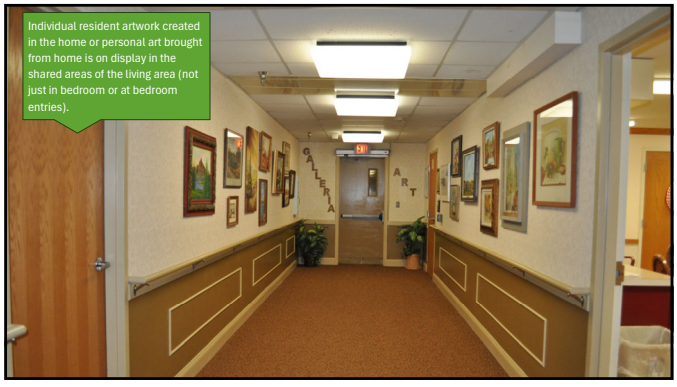

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Organizational Transformation

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Essential organizational elements for supporting person-directed care

Leadership Commitment
Strong leadership commitment drives the culture of person-directed care within the organization.

Flattened Hierarchies
Flattened organizational hierarchies promote open communication and shared decision-making.

Empowered Team Members
Empowered team members actively participate and contribute to person-directed care delivery.

Supportive Environment
An environment that supports relationships fosters trust and improves care quality.

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Leadership, team autonomy, and real-life examples

Leadership Modeling Values
Effective leadership demonstrates person-directed values to inspire and guide team behavior and culture.

Team Member Autonomy
Granting autonomy to team members fosters ownership, creativity, and motivation within teams.

Design Changes Supporting Culture
Real-life design changes can effectively support and drive positive shifts in organizational culture.

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Workforce Practices

Hire for Heart

Focus on hiring candidates with passion, values, and cultural fit over just skills.

Cross-Functional Teams

Leverage diverse skills by forming teams across different functions to empower innovation.

Consistent Staffing Builds Trust

Assign staff reliably to projects to build expertise and foster ownership.

Maintaining consistent staffing fosters reliability and strengthens trust within teams and with clients.

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Personal Transformation

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Transforming Cultures: Implementing Person-Directed Practices

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Putting Person-Directed Values into practice

All Elders are entitled to self-determination wherever they live
Each Person can and does make a difference

- Involving residents in decisions enhances their autonomy and satisfaction with care.
- Moving decision-making closer to the resident

Respond to spirit, as well as mind and body
Put person before task

- Tailoring routines and schedules to individual preferences improves wellbeing.

Know each person

- Understanding residents deeply helps guide compassionate and effective care practices.

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Practical steps for personalized care

Resident Involvement

Including residents in daily planning empowers them and respects their preferences and autonomy.

Personalized Care Practices

Examples include tailored meal plans, activity schedules, and individual health care approaches.

Knowing the Person

Understanding residents beyond medical charts builds trust and improves care quality.

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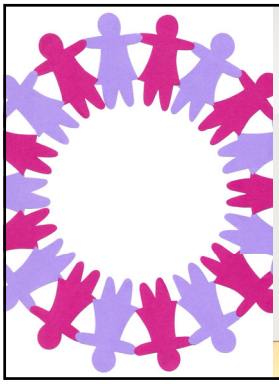

Person-directed practices starts with Knowing the Person and their preferences

Morning Routine Exercise

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Sharing success stories and encouraging participant input

Sharing Success Stories

Highlight positive outcomes from homes implementing new practices to inspire others.

Encouraging Participant Input

Invite participants to contribute their own examples to foster engagement and learning.

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Addressing common barriers and solutions for culture change

Common Barriers

Time constraints, employee turnover, and compliance concerns commonly hinder culture change initiatives.

Effective Solutions

Education, storytelling, and celebrating small wins help overcome culture change barriers successfully.

Normalizing Challenges

Acknowledging common challenges helps normalize them and prepares teams for sustainable culture change.

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Tools, Resources, and Call to Action

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The How of Change

- Personalize the situation: How would you need it to be if you lived or worked here?
- Compare what you would need to what is currently happening
- Bring people together to figure out how to make changes.
- Try new things

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Tips for increasing people's commitment to the change

- Provide forums where people can express their questions and concerns - and where you can respond to them.
- Expand opportunities to increase the involvement and influence of those being asked to change.
- Create opportunities to bring together those who are excited about the change with those who aren't too sure.

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Wise Leadership is the key to meaningful and lasting change. For it, there can be no substitute.

The Eden Alternative Principle 10

"Leadership is a dialogue, not a monologue."

Kouzes and Posner

"Leadership is not the private reserve of a few charismatic men and women. It's a process ordinary people use when they're bringing forth the best from themselves and others."

Kouzes and Posner

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It is not just about doing new things, but also about stop doing dumb things.

It's about listening and asking the right questions, not providing the answers.

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A call to action

What is one thing you are going to do to further promote person-directed care in your community?

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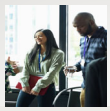
Resource from MC5 and Pioneer Network



MC5 Regional Groups

MC5 regional groups provide localized support for culture change and community engagement.

Education and Networking

Ongoing education and networking opportunities foster continuous learning and professional connections.

Culture Change Toolkits

Culture change toolkits and checklists support organizations in implementing sustainable improvements.

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It's Bigger than You & Me

We Are Part of a Movement

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AgingIN

Care. Celebrate. Communicate. Collaborate. Change.

MC FIVE

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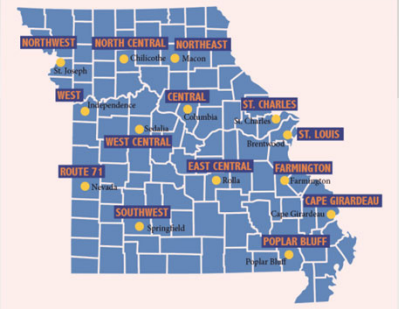
Get involved



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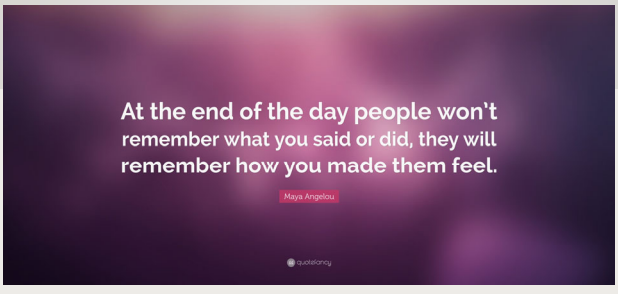

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Questions?
Care. Celebrate. Communicate. Collaborate. Change.
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