



# PERSON-CENTERED THINKING: A SYSTEM PERSPECTIVE

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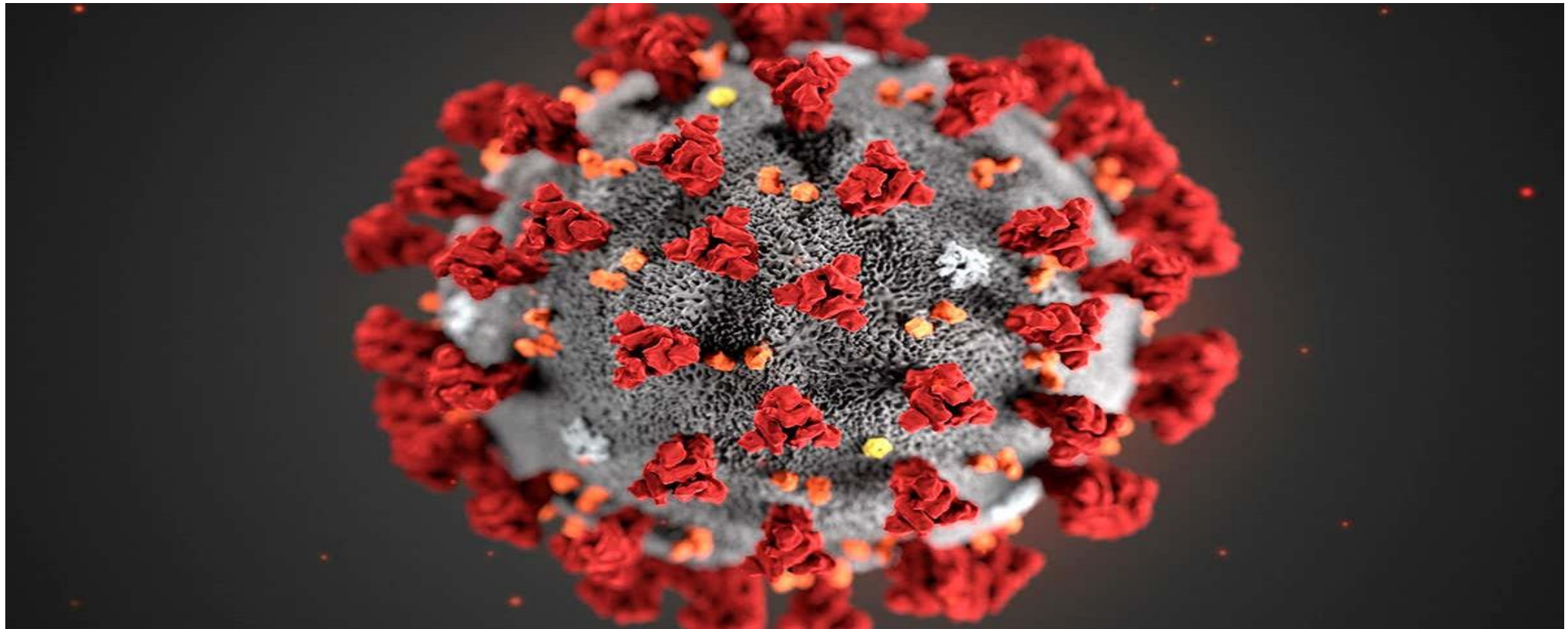
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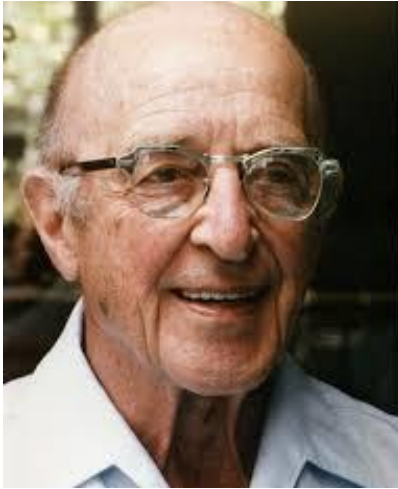
# Intent of this Training: Administrator-Focused

- Getting back to the basics
- Person-Centered thinking during a time of COVID-19
- Tools to enhance your knowledge of resident's needs as well as staff's needs
- Start, Stop, Continue model for tracking system improvements and changes.

# COVID-19



# Carl Rogers



Creator of Person-Centered therapy

- Empathy at the core of therapeutic change
- Clients are viewed through the lens of potential
- Therapist exhibits positive, non-judgmental regard

# What is Person-Centered Thinking?

- Definition- **supporting versus dictating or fixing**
- Strength base approach and build off strengths of the person
- Knowing the personal story of the people we serve
- Build a culture of learning, partnership and accountability
- An approach used to discover meaningful information regarding a person which is later used to create a person-centered plan of supports.
- Aims to promote the individual choice, direction, and control of their life and supports they receive.
- Helps to ensure individuals are allowed positive control over their desired life, are recognized for their contributions to their community of choice, and are supported through paid and natural supports within their community.

# Creating a System and Culture of Person-Centered Care

- How are you doing within your organization?
- Language- reframe
- Perspective- of knowing people and honoring what is **important to** them while balancing what is **important for** them.
- Listen to how they want to live
- Support people in making use of community resources to have the life they want to live.
- Provide the support to assist people with making these things happen.



# Five Foundational Beliefs

1. Important questions: *Who is this person and what is important to them?*
2. Person-centeredness aims to change common patterns of community life.
3. Person-centeredness fundamentally challenges practices that separate people and perpetuate controlling relationships.
4. Honest person-centered planning can only come from respect for the dignity and completeness of the whole person.
5. Assisting people to define and pursue a desirable future tests the person's clarity, commitment and courage.

# Quality of Life and Self-Determination

- What does quality of life mean to the person?
- What does self determination mean to the person?
- Autonomy
- Dignity of risk – informed choice and importance of documentation
- *All of which are germane to long term care communities.*



# Tools for Analysis and Action

OUR POLICY IS PATIENT CENTRED  
CARE, SO YOU HAVE TO FILL OUT  
FORMS, AB6-12, MR7-9 AND XE113.

UMM DON'T YOU MEAN PAPER  
CENTRED CARE.



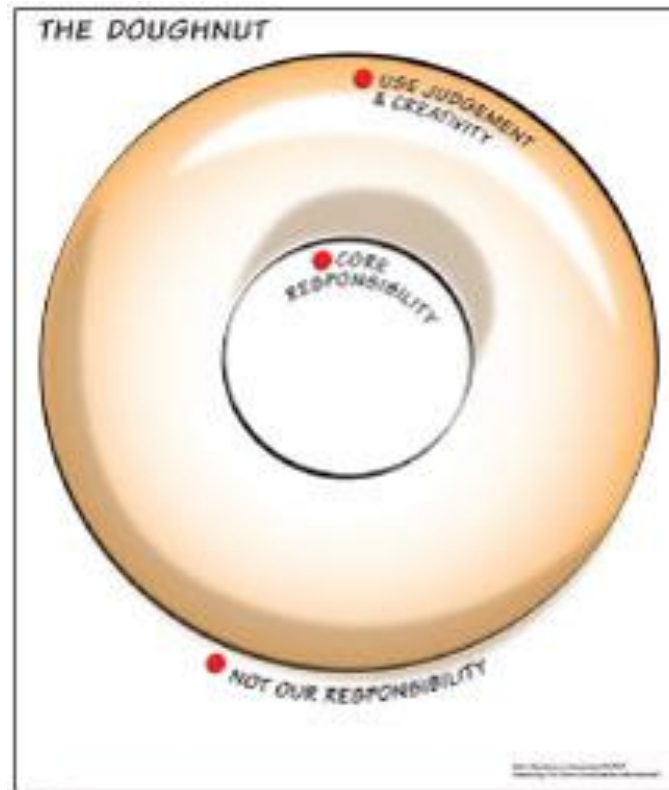
# Important to and for

- Important To:
  - Comfort
  - Happiness
  - Contentment
  - Fulfillment
  - Satisfaction
- Important For:
  - Health and Safety
  - Being a valued member of the community

# Working and Not-Working tool

- Consider what's working and not working from different perspectives
  - The perspective of the person with whom you are working.
  - The perspectives of staff, family, or key stakeholder.
- Looking at a particular issue or circumstance.
- Core principles of negotiation:
  - Person feels listened to.
  - Start with common ground (what can everyone agree on?)
  - Be unconditionally constructive

# The Doughnut



# The Doughnut

- Our core responsibility
  - What is important to do, as instructed
- Judgment and creativity
  - What is tried to see if it works
- Beyond the boundary
  - Not our responsibility
- “Carrie’s story”

# Four plus 1

- What have we tried?
- What have we learned?
- What are we pleased about?
- What are we concerned about?
- Where do we go next?

# How to Incorporate Person Centered Thinking Into Your Facility

- Lifestyle
- Scan Foundation- business case for person centered approach
- Internal processes and procedures
- Forms

## Informed Choice

- Interactions with the person and their family/supports, choice of level of participation



# Start, Stop, Continue

- Effective tool for getting feedback from your staff or administrative team;
- Helpful to do a “checkpoint” in the middle of a project to see how things are going;
- Can generate meaningful discussion of “Lessons Learned” at the end of a project or system change.

# START

*“What should we be doing?”*

List Ideas/Items that:

- The team is not doing, but think they should be;
- New ideas that have come up but not been considered before;
- Ideas to address new situations or factors that may not have existed at the beginning of a project or task.

# STOP

*“What should we stop doing?”*

List Ideas/Items that:

- Are not working for the team/staff/residents;
  - Are not having the desired outcome;
  - The team just plain dislikes.

# CONTINUE

*“What should we continue doing?”*

List Ideas/Items that:

- Are working well and the team wants to keep;
- The team likes and thinks are successful;
- May be pieces of processes that the team wants to “stop” – keeps the team from “throwing the baby out with the bath water.”

# From the Mud, grows the Lotus

- Adversity allows opportunity for growth and creativity;
- Person-Centered Thinking is a Strength-Based philosophy of being *with* people, not *doing to* people;
- Person-Centered Thinking is best modeled from the Administrator level to create systemic change that reverberates across direct care staff, residents, and families.

# RESOURCES

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# Person-Centered Care Resources

- **NORC**

- Person-centered care - <https://ltcombudsman.org/issues/person-centered-care>
- Trauma-informed care – <https://ltcombudsman.org/issues/trauma-informed-care>

- **Consumer Voice**

- Resident-Directed Care/Culture Change <https://theconsumervoice.org/issues/for-advocates/resident-directed-care>
- My Personal Directions for Quality Living - [Blank Form](#) & [Sample](#)
  - A tool from Consumer Voice, with edits by SAGE, for individuals to share what matters to them for person-centered care.
- Information for LTC consumers - <https://theconsumervoice.org/issues/recipients>
- Information for Family Members - <https://theconsumervoice.org/issues/family>



# Resources

## National Long-Term Care Ombudsman Resource Center (NORC)

[www.ltcombudsman.org](http://www.ltcombudsman.org)

- Coronavirus Prevention in Long-Term Care Facilities: Information for Ombudsman Programs  
[https://ltcombudsman.org/omb\\_support/COVID-19](https://ltcombudsman.org/omb_support/COVID-19)

## National Consumer Voice for Quality Long-Term Care (Consumer Voice)

[www.theconsumervoice.org](http://www.theconsumervoice.org)

- Coronavirus in Long-Term Care Facilities: Information for Advocates  
<https://theconsumervoice.org/issues/other-issues-and-resources/covid-19>
- Coronavirus in Long-Term Care Facilities: Information for Residents and Families  
<https://theconsumervoice.org/issues/other-issues-and-resources/covid-19/residents-families>



# The National Long-Term Care Ombudsman Resource Center

***Connect with us:***

[www.ltcombudsman.org](http://www.ltcombudsman.org)  
[ombudcenter@theconsumervoice.org](mailto:ombudcenter@theconsumervoice.org)



**The National LTC Ombudsman Resource Center**



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Thank you

