Person Centered (Directed) Care Tools

CAHF QI Sub-committee for Person Centered Care 11.12.2017

Objectives

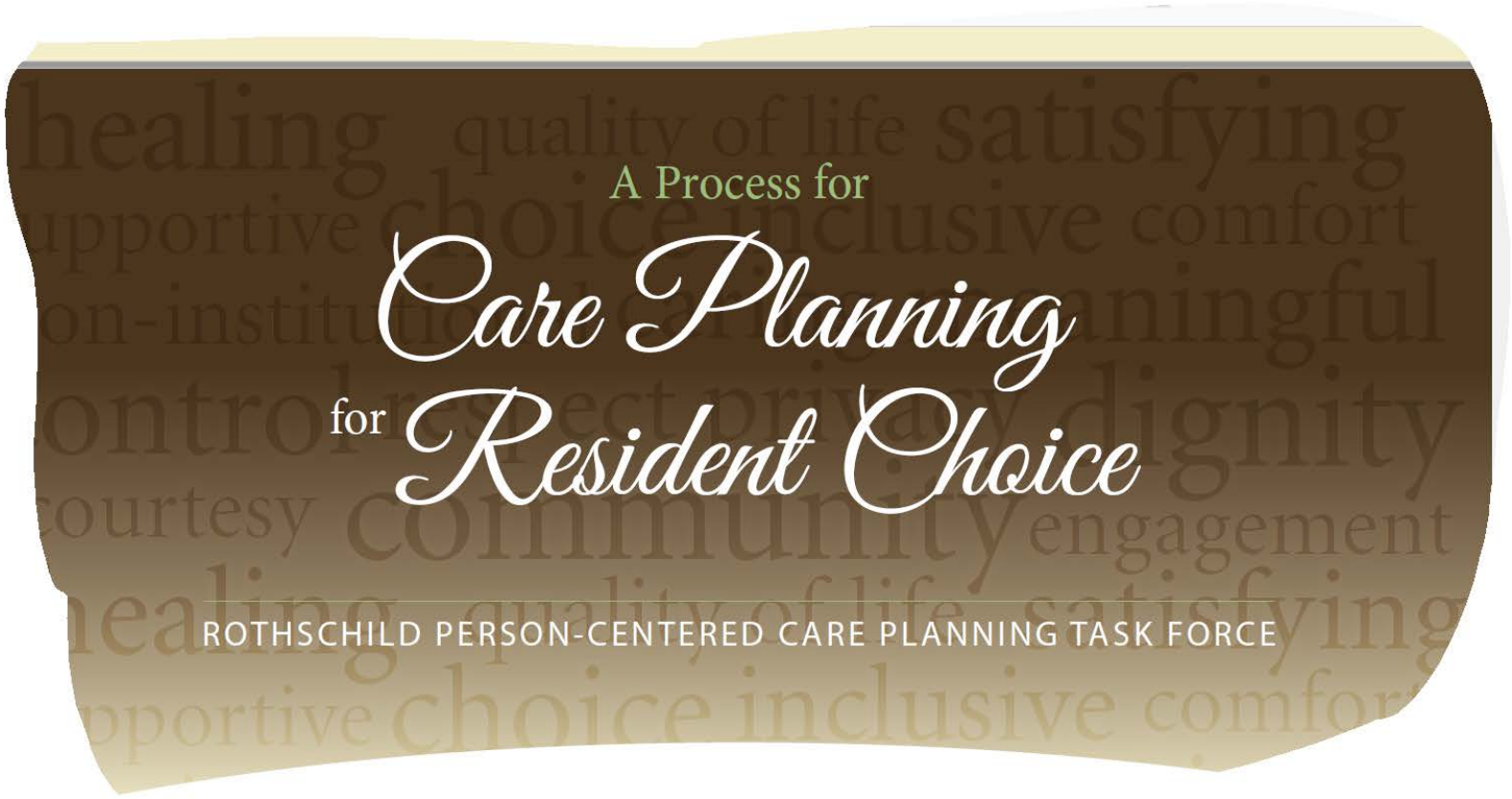
- Attendees will be able to state examples of person centered care tools to utilize to meet the CMS Requirement of Participation effective 11.28.2017.
- Attendees will be able to state an example of how to meet Person Centered Care for Food and Nutrition "right to deny treatment".

Quality of Life

- The new ROP = requirement of participation have a main theme of person centered care woven through all the regulations.

- “All decisions default to the patient”.

Pioneer Network - another resource



Regulation

- "The facility must create an environment that is respectful of the right of
- each resident to exercise his or her autonomy regarding what the resident
- considers to be important facets of his or her life. This includes actively
- seeking information from the resident regarding significant interests and
- preferences in order to provide necessary assistance to help residents fulfill
- their choices over aspects of their lives in the facility." (483.15(b), Tag F242).

The challenge

- Activities has always been practicing person centered care by obtaining the interests of the patients/Residents.
- The challenge is how to have the entire front line staff know PERSON CENTERED PREFERENCES at the time of interaction.

Find each tool HERE:

- http://www.cahf.org/Programs/Clinical-Quality-Tools/Person-Centered-Care

Examples of Person Centered care tools

- "Who am I?" Profile
- Shadow boxes.
- Individualized activities boxes.
- Individualized care sheets in closets.
- Individualized posters.
- Infection control individualized. Packets that stay in the room and are discarded after isolation is lifted.
- For the chart documentation: Base line Care plan

Examples


Ben Franklin
LARGER SIZE
NORTHERN PACIFIC RAILWAY
TELEGRAPH REPORT OF DELAYS TO TRAINS
DEER HUNTING

Examples continued



Examples continued

RESIDENT PROFILE

Name: First James Middle George Last Desautel

Nickname Big J

Birth Date 12-14-1930 **Place of Birth** Crookston, MN **Location of Residence** Albany, MN

Occupation Railroad Telegrapher **Education** High School **Name of College**

Family

Current Marital Status? M W S D **Married To (Name)?** Louise Hesch

Years of Marriage 55

If Spouse Living? Will he/she be visiting? (•) Yes ( ) No Frequency? 2-3x/week

Children? (•) Yes ( ) No Number of Children? 6 3 Son(s) 3 Daughter(s)

Name/Relationship	Location	Visit Frequency
Denise Desautel-Daughter	St. Cloud, MN	Weekly
Jane Montgomery-Daugher	St. Cloud, MN	Weekly
Laurie Reiss- Daughter	Irvine, CA	2-3x/Year
Paul Desautel-Son	Baudette, MN	Weekly
Peter Desautel-Son	Albany, MN	Weekly
Harold Desautel-Son	Albany, MN	Weekly

Brothers/Sisters/Family Members of Resident

Name	Relationship/Living (Yes/No)	Location
Harriet Anderson (Verne)	Sister (No)	Crookston, MN
Jan Delage (Jim)	Sister(No)	Crookston, MN

Other Family Information/History

He loved to hunt, fish, go boating, snowmobiling, ride his motorcycle, smoke cigars, loved to be with his kids,

Served in Korean War (Army)

Created by: Laurie Kjar

Examples continued

Favorite Activities/Hobbies/Past times?

- ☑ Pets? Cats, Dogs, Birds, Fish Owned
  Y N Allergies to Pets? Dog-Spike
- ☑ Reading Newspaper,sports
- ☑ TV Sports, news, comedies
- ☑ Music Rock and Roll, Nat King Cole
- ☐ Gardening
- ☐ Cooking
- ☑ Outdoor Act. Hunt ,Fish, Boat, Shovel
- ☑ Spiritual/Religion Caltholic, attended regularly
- ☑ Hobbies Collected train memorabilia
- ☐ Crafts
- ☐ Clubs/Organizations
- ☑ Travel/Favorite Destinations Around MN
- ☑ Cards/Games Poker
- ☑ Exercise/Sports Watching Sports, MN Twins, MN Vikings
  (Include Spectator/favorite teams and participation)

Do they like or dislike the following?

Food?	☑ Likes	☑ Dislikes Potato Chips
Flowers?	☑ Likes	☐ Dislikes
Animals?	☑ Likes	☑ Dislikes Does not like Cats
Being around Large groups?	☑ Likes	☐ Dislikes

Likes and Dislikes

Personality

- ☑ Enjoys being with others
- ☐ Loner/Likes being by self
- ☑ Generally happy/pleasant
- ☑ Sense of Humor
- ☐ Serious
- ☑ Outgoing
- ☐ Likes to be in Charge
- ☐ Negative

Sleep Habits

- ☐ Goes to bed early
- ☑ Night owl-Stays up late
- ☐ Likes to get up early
- ☑ Likes to sleep in late in AM
- ☐ Takes naps during day
- ☐ Has difficulty sleeping at night

Daily Routines

Liked to sit in his recliner chair, read, TV, Talk to Kids, neighbors. Go get mail and drive around town(Small Town), Outdoor chores

Behavioral Symptoms in recent past? (i.e., crying, anxious, wandering, yelling, insomnia)

At time yells

Interventions that have been successful to decrease behavioral episodes?

Use of Music, Memory Box, Reminiscing

Other Comments

Created by: Laurie Kjar

All example can be found on the CAHF website.

Activity Boxes

General Information



Boxes -
- are to be used by ALL caregivers
- should contain all materials needed
- must be readily available
- must have instructions and information on the lids
- should be put away when not in use

Positive Physical Approach
- Come from the Front
- Go Slow
- Get to the Side
- Get LOW
- Call out the name
- Offer your hand…
- THEN WAIT…

Examples of Instructions

1. Gather your box and make sure everything is ready… THEN

2. Use a positive approach to engage the person

   For people who are interacting with you – (typically Diamonds-Ambers)
   - ask for their help or to try
   - ask them to do the first step
   - show them what to do
   - gesture to the objects/task
   - work along side them
   - encourage talk about old times – remember about… (family, work, hobbies, childhood memories, experiences, background, other times and places and people…)

   For people who are looking at your hand or other object (Ambers-Pearls) (- *not* responding to your words)
   - call their name again and wait for a response
   - offer them an item, if they take it, offer another
   - gesture to an object
   - touch or tap an object
   - show the person what to do, then hand them an object
   - offer one object at a time, unless they take over

   For people who don't seem to be interested in touching or handling the materials (Rubies & Pearls) -
   - do more of the activity next to them or near them – let them watch
   - talk about the activity as you do it… OR… if they seem just to want to watch, just do the activity
   - offer pieces or parts as you go – NOT forcing them, but offering…
   - ask for their input or opinion as you do

3. Give positive feedback - positive regard – thanks – simple praise for efforts & help – sound sincere!



4. If the person *is actively engaged* with the box activity -
   AND is interacting with you -
   - stay with them and engage them until they are done
   - OR excuse yourself and find out if they *need* you there to continue - if so come back

   AND is not interacting with you -
   - move away from the person and monitor for completion
   - check on progress quietly

5. When finished -
   - put the box away
   - note the session

Letter Code for Functional Abilities: D=diamond E=emerald A=amber R=ruby P=pearl

created by: Teepa Snow, Program Director, Alzheimer's Association – Eastern North Carolina Chapter
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Person centered care

- **All decisions default to the patient.**

- Patients eat what they want, when they want and where they want to eat.
- (must be responsible for self or call Resident Representative)

Real Life example

- Patient and family in room at lunch time. Patient on puree diet. Patient and family request a cheese sandwich (not puree).
- Patient has the "Right to deny treatment of the puree diet".
- Facility must use their expertise to provide the SAFEST way for patient to meet their request.

Request for Cheese sandwich continued

- Licensed Nurse notified. LN confers with Speech Therapist and Registered Dietitian.
- All agree safest plan to have patient eat a "grilled cheese" in dining room for better oversight.
- Patient and Family educated on risk/consequences and agree to grilled cheese option. Patient brought to dining room and eats the grilled cheese. Care plan updated. Staff educated on plan. Licensed nurse documents in Matrix. IDT writes a note.

Second example

- Patient on a renal diet wants a food outside diet order for renal.
- Licensed Nurse notified. Patient responsible for self provided food, with verbal education on risk/consequences. otherwise Resident Representative called for direction.
- Licensed Nurse documents in Matrix, IDT writes note. RD notified. If warranted MD requested to liberalize diet.

Words matter…..

- Never say….. NON-COMPLIANT
- Say ….MS. JONES CHOOSES TO……

Review of Objectives

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