

# MODULE 4 – PERSON-CENTERED CARE

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1

## PERSON-CENTERED CARE

- **Objectives** - At the end of the module, the home care aide will be able to:
  1. Understand the concept/ philosophy of person-centered care.
  2. Recognize key values and principles of person-centered care and thinking.
  3. Apply person-centered care in the delivery of daily care activities.

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2

## PERSON-CENTERED CARE

- To be person-centered means...



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3

## PERSON-CENTERED CARE

- **Handout/Activity 1 – Mosquito**



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## PERSON-CENTERED CARE

- Person-centered philosophy
- Person-centered values and principles



5

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## PERSON-CENTERED CARE

- We must start with what is important TO and important FOR the patient...



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## PERSON-CENTERED CARE

- Person-centered planning is a set of promises



7

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## PERSON-CENTERED CARE

- **Handout/Activity 2 – Daily Routine**
- **Class Discussion**

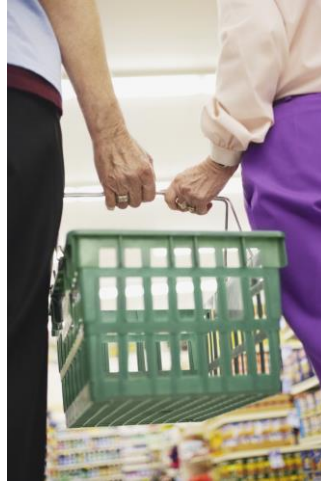


8

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## PERSON-CENTERED CARE

- Care that is tailored to the abilities and changing needs of each patient...
- Attending to the needs and dignity of each patient...



9

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## PERSON-CENTERED CARE

- Agencies are often guided by their own schedules or rules for the home care aides.
- Some agencies plan patients' services based on the availability of their own staff.



10

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## PERSON-CENTERED CARE

### ○ Handout 3 - Principles and Thinking of Person-Centered Care



11

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## PERSON-CENTERED CARE

### 1. Get to know each patient.



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## PERSON-CENTERED CARE

2. Appreciate and honor each patient's lifelong pattern by responding to each patient's preferences and needs.



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## PERSON-CENTERED CARE

3. Remember, you are providing care in the *patient's* home. All staff are visitors and the patient is in control of their own care and environment.



14

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## PERSON-CENTERED CARE

4. Recognize that each patient can and does make a difference.
5. Respond to each patient's spirit, as well as mind and body.



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## PERSON-CENTERED CARE

6. Promote a healthy spirit by fostering fun and good humor.



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## PERSON-CENTERED CARE



- 7. Respect others just as you would like to be respected.
- 8. Make it possible for each patient to have a satisfying life.

17

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## PERSON-CENTERED CARE

- 9. Speak up for the needs and desires of each patient.



18

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## PERSON-CENTERED CARE

10. Realize that all patients are entitled to make their own decisions about their lives.

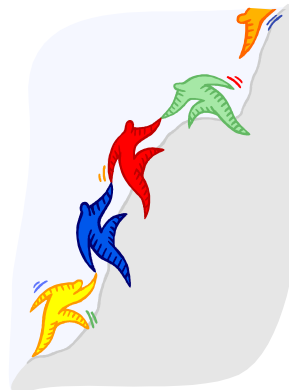


19

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## PERSON-CENTERED CARE

11. Encourage the patient to participate actively in the planning of their daily care.



20

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## PERSON-CENTERED CARE

### ○ Handout/Activity 4 – Key Values and Principles



21

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## PERSON-CENTERED CARE

1. Treating individuals and family members with dignity and respect.

Example...

Asking the person how they would like to be addressed: Mr. Smith or John

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## PERSON-CENTERED CARE

2. Helping individuals and families become empowered to set and reach their personal goals.

### Example...

Providing encouragement and praise throughout the day. Involving the patient in daily activities so they continue to feel in control of their life and care.

23

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## PERSON-CENTERED CARE

3. Recognizing the right of individuals to make informed choices, and take responsibility for those choices and related risks.

### Example...

If a patient is diabetic and chooses to eat pie on a regular basis, it is our job to inform them of the related risk but we cannot take away their right to make decisions, even though we may not agree with them.

24

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## PERSON-CENTERED CARE

4. Building on the strengths, gifts, talents, skills, and contributions of the individual and those who know and care about the individual.

Example...

If a patient was a retired fabric designer, ask the patient if he or she still enjoys art activities and participate in those activities with the patient.

25

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## PERSON-CENTERED CARE

5. Fostering community connections in which individuals can develop relationships, learn, work/produce income, actively participate in community life and achieve their full potential.

Example...

Encourage socialization with friends, family, church, etc. Socialization is an important factor in preventing depression in the elderly.

26

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## PERSON-CENTERED CARE

6. Promising to listen and to act on what the individual communicates.

Example...

Make eye contact with the patient, listen while not being distracted, repeat what the patient says and communicate with the supervisor to ensure that the home care aide and agency are meeting the person's needs.

27

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7. Pledging to be honest when trying to balance what is important to and important for the person.

Example...

Trust is earned by honesty. Display honesty and integrity in every aspect of your job.

28

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## PERSON-CENTERED CARE

8. Seeking to understand individuals in the context of their age, gender, culture, ethnicity, belief system, social and income status, education, family, and any other factors that make them unique.

Example...

Become more knowledgeable of diversity and age appropriate care, and seek guidance from your supervisor when needed. Get to know the person and make care individual.

29

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## PERSON-CENTERED CARE

9. Acknowledging and valuing families and supporting their efforts to assist family members.

Example...

Talk with family and value their role with the patient and their role within the family unit. Show respect with your interactions.

30

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## PERSON-CENTERED CARE

10. Recognizing and supporting mutually respectful partnerships among individuals, their families, communities, providers and professionals.

Example...

Verbalize that you have recognized relationships that are meaningful to the person and respect those relationships.

31

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## PERSON-CENTERED CARE

11. Advocating for laws, rules and procedures for providing services, treatment, and supports that meet an individual's needs and honor personal goals.

Example...

Keep your supervisor aware of changes with the patient and increasing needs. Work on behalf of your patient to ensure those needs are met.

32

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## PERSON-CENTERED CARE

12. Endorsing responsible use of public resources to assure that qualified individuals are served fairly and according to need.

Example...

Report needs to your supervisor – the patient may need a resource such as Meals on Wheels and referrals can be made by your supervisor on your patient's behalf.

33

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## PERSON-CENTERED CARE

- So what does it take from the home care agency and staff to help promote person-centered care?

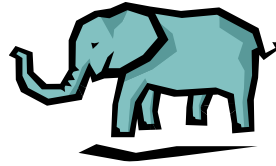


34

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## RUBY THE ELEPHANT

### ○ The Story of Ruby



- Ruby was an Asian elephant born in 1973 in a logging camp in Thailand
- She was shipped to the Phoenix Zoo at seven months old
- She became the Darling of the Zoo
- Grew to be 6,000 lbs
- At first Ruby was the only elephant in the Phoenix Zoo

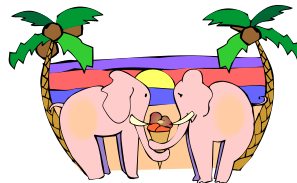
35

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## RUBY THE ELEPHANT

### ○ Some Facts About Elephants

- Elephants are social animals and do best with other elephants
- Isolation is hard on young elephants
- Elephants need to stay busy with physical activities while in captivity



36

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## RUBY THE ELEPHANT

- What happened to Ruby since she had no companionship?
- *She developed behavior problems due to her loneliness!*



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## RUBY THE ELEPHANT

*What do you do with an elephant who has behavior problems??*



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## RUBY THE ELEPHANT

- They looked at Ruby's life situation and made changes
- Workplace practice:
  - They assigned new keepers who cared
- Environment:
  - The Phoenix Zoo acquired other elephants for companionship
  - They got a new enclosure with more space to move around
- Care Practice:
  - These new caregivers asked, "If I was Ruby, how would I want my day to go?"

39

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## RUBY THE ELEPHANT

- Ruby started to thrive
- Her behavior problems started to disappear
- Caregivers discovered that Ruby was talented and the result was...

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## RUBY THE ELEPHANT

- They gave her a life of meaning and purpose!



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## RUBY THE ELEPHANT

- Ruby chose her own colors and she had a keen sense of what color, in what sequence, she wanted.



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## RUBY THE ELEPHANT

- This painting convinced many doubters that Ruby really was an artist in her own right.



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## RUBY THE ELEPHANT

- She thrived for 25 years at the Phoenix Zoo



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## RUBY THE ELEPHANT

- *Ruby was loved and is missed by all who knew her... what a wonderful tribute to an elephant's life*



45

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## RUBY THE ELEPHANT

Don't our  
patients  
deserve the  
life that  
Ruby had...



46

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## WHAT DOES THIS STORY TELL US?

- All living beings deserve a life full of meaning and purpose.
- Caregivers can affect the lives of those they care for by opening up their eyes and seeing who the individual really is.
- What does it really mean to provide care?
- What can we do to help those that we care for?

47

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## RUBY THE ELEPHANT



***Ruby, the  
Elephant  
1973-1998***

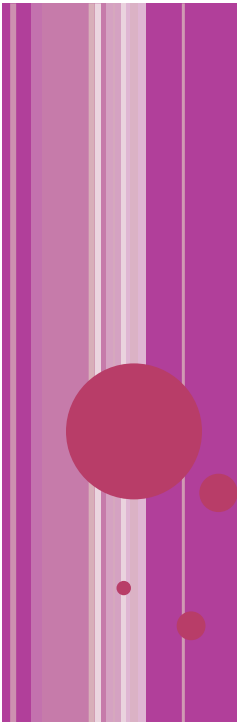
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48

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**CONGRATULATIONS, YOU ARE NOW WELL  
VERSED IN THE PRINCIPLES OF PERSON-  
CENTERED CARE. IF YOU CAN IMPLEMENT  
THESE VALUES INTO YOUR OWN PRACTICE,  
YOU WILL ENRICH AND ENHANCE THE LIVES OF  
ALL OF YOUR PATIENTS. YOU ARE MAKING A  
DIFFERENCE IN OTHERS' LIVES!**

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49