

Person Centered Care



NCCDP In-service Toolkit



National Council of Certified Dementia Practitioners

Handouts

- <https://www.pioneernetwork.net/culture-change/continuum-person-directed-culture/>
- <https://www.pioneernetwork.net/wp-content/uploads/2016/10/Applying-the-Continuum-of-Person-Directed-Culture-to-Specific-Practices.pdf>



Objectives

- Participants will understand the difference between 'provider directed' and 'person centered care'.
- Participants will be able to identify what is needed to make changes in their care environment.
- Participants will be able to name 2 ways to discover a customer's preferences.



Provider Directed vs. Person Centered Care

Provider Directed Care:

- Customer is expected to follow the schedule of the caregiver.
- Customer will eat at specific times, engage in activities at specific times, and awaken and retire at planned times.
- Meals are based on a menu, not necessarily the preferences of the customer.



Provider Directed vs. Person Centered Care

Person Centered Care:

- Customers are given choices based on their preferences.
- Staff allows the customer to make independent choices.
- Schedules are adapted to meet the preferences of the customer.



Importance of Understanding Person Centered Care

- Person centered care allows the customer to maintain routines they had in their home.
- Staff having consistent schedules allows the staff to get to know the customer and their routines to care for them.
- Interviewing the consumer and family provides insight into how the customer spends his/her day and gives the home the ability to understand the customer preferences.

How to Obtain Customer Preferences

Interview the customer

- Ask about routines:
 - What time do you like to awaken? What time do you like to retire?
 - What do you prefer to eat for breakfast, lunch, and dinner?
 - What was your profession?

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How to Obtain Customer Preferences

Interview Family and Friends:

- What did you and the customer do when you were together?
- What kinds of trips, outings, and hobbies do you share?

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What are the basic needs of the customer?



What are the basic needs of the customer?

- The obvious are food, drink, and basic care consisting of bathing, dressing, and receiving medications, but...
- They also need:
 - **Communication** on their level – ask family what words, gestures, sounds, and body movements they use to communicate.
 - To feel needed and useful.
 - Compassion/Empathy.

Behaviors Can Be the Result of Unmet Needs

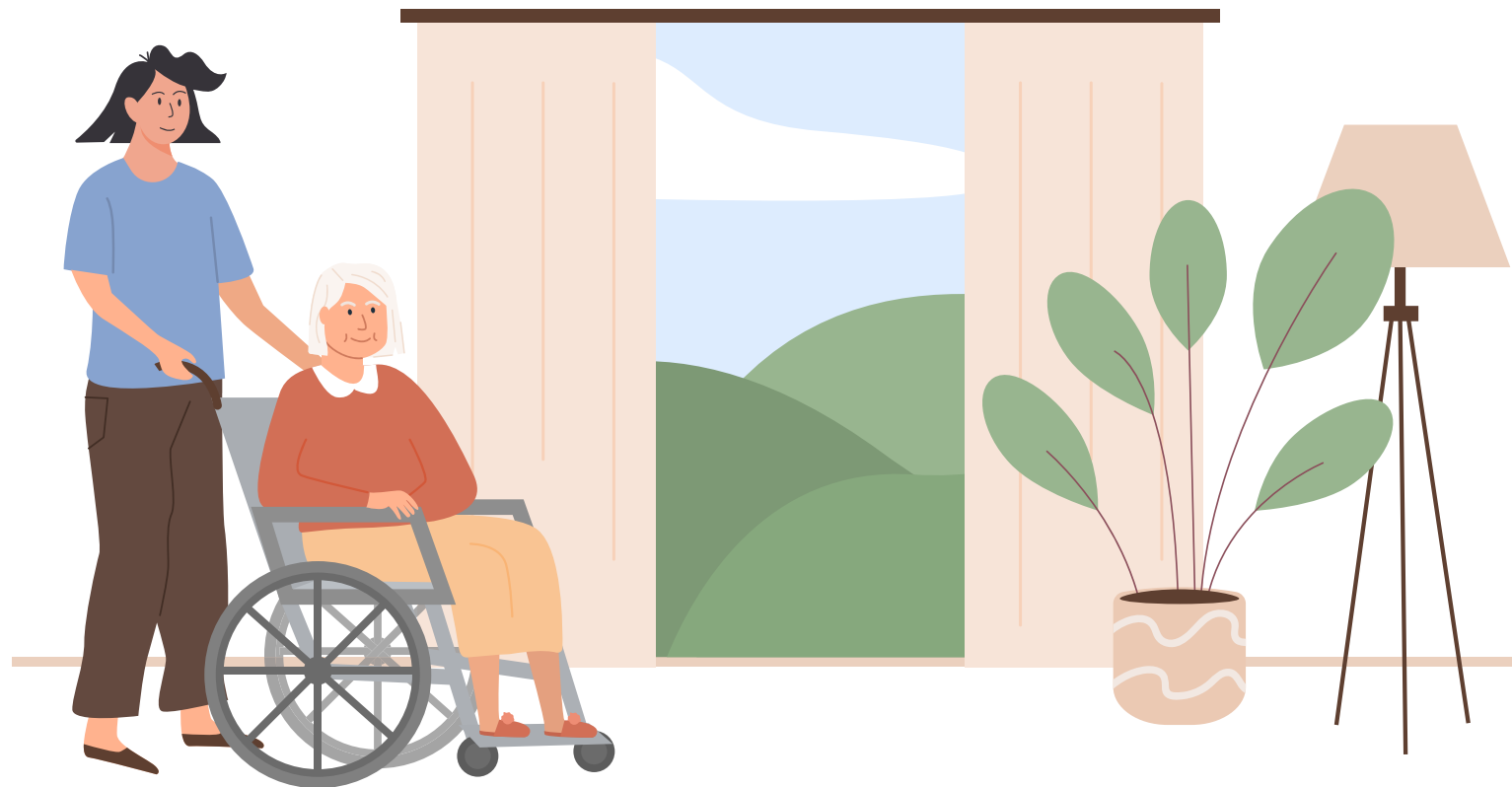
Examples of unmet needs:

- The routine that they are used to is not followed.
- They don't recognize the bathroom.
- They are not offered food and drink or seasonal preferences.



As Routine Is Learned

- Staff have to anticipate needs based on preferences.
- Share what they learn.
- Update Plans of Care accordingly.



Remember

"If it's not in writing, it did not happen."

Care Planning is Required



Care Plans Need to Include:

- All of the customer's preferences.
- All staff have to have a knowledge of those preferences.
- All staff need to be aware of behaviors associated with unmet needs.

A Plan of Care



CARE PLANS

- Should be established within 5 days of admission for nursing home, assisted living, adult day care, and home care.
- Updated with any, and all, changes involving the customer's care, preferences, and/or behaviors.

The interdisciplinary team should include:

- Nursing
- Activities
- Rehab
- Customer/Family
- Certified Nursing Assistant/Home Health Aide
- Social Worker
- Registered Dietician

Staff Education is Key!

ALL staff have to be educated!

- In Long Term Care, CMS mandates all staff receive in-servicing on Dementia Care, which includes Person Centered Care.
- Every state has varying requirements for Dementia Care education.



In Long-Term Care



- During a survey, the surveyors may ask the customer or their family, for those unable to communicate, about their preferences and if they are being met.
- Surveyors are citing companies who are not providing customer preferences.

Review CMS Guidelines

Review the CMS guidelines for both the:

- **Dementia Care Critical Element Pathways:** <http://cmscompliancegroup.com/wp-content/uploads/2017/08/CMS-20133-Dementia-Care.pdf>
- **Activities Critical Elements Pathway:** <http://cmscompliancegroup.com/wp-content/uploads/2017/08/CMS-20065-Activities.pdf>

Gain insight into what surveyors are looking for and ensuring you are capturing 'person centered care' and what the expectations are.

Additional Resources



NCCDP Educates and Certifies in all States

Go to www.nccdp.org to learn more about certifications:

- Certified Dementia Practitioner (CDP)
- Certified Alzheimer's Disease and Dementia Care Trainer (CADDCT)
- Certified Dementia Care Manager (CDCM)
- Certified Dementia Support Group Facilitator (CDSGF)
- Certified First Responder Dementia Trainer (CFRDT)
- Certified First Responder-Dementia Trained (CFR-DT)
- Memory Care Neighborhood Certification (MCNC)

Grandfather Option: For Certified Dementia Practitioner certification (CDP), available for those who have a Dementia Certification from another national or international organization.