

Module 4 – Person-centered Care

Handout/Activity 1 – Mosquito

- Imagine you have contracted a new disease from a mosquito bite.
- The bite first causes a rash followed by 2 weeks of paralysis.
- During the paralysis, you will need personal care for everything.
- Now you are looking for the person to provide your care, so you make a list of characteristics to look for and to avoid in your potential home care aide.

Make your list here:

Characteristics Desired	Characteristics to Avoid

- Look at your characteristics.
- Circle those that must be present and those that must be absent. Add any that are missing.
- Clarify any that are too general to allow an agency to match you with the person providing the care.
- Because there are a lot of people who have been bitten, the demand for personal care services is high. Every agency you call tells you that you will have just to accept whoever they send.
- The person that comes will keep you healthy and safe but has the characteristics that you said needed to be avoided. Remember, except for being able to talk, you are paralyzed.

What would you do?

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Handout 3 – Principles and Thinking of Person-centered Care

What are some principles of person-centered care and thinking?

1. Get to know each patient.
2. Appreciate and honor each patient's lifelong pattern by responding to each patient's preferences and needs. For example, a patient desires to sleep in later, bathe in the evening and have a more flexible schedule consistent with his/her life before needing home care services. Discuss these needs with your supervisor. The scheduler/coordinator will need to be aware of these preferences.
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.
4. Recognize that each patient can and does make a difference.
5. Respond to each patient's spirit, as well as mind and body.
6. Promote a healthy spirit by fostering fun and good humor. (For example, staff can encourage the patient to go outside on nice days.)
7. Respect others just as you would like to be respected.
8. Make it possible for each patient to have a satisfying life.
9. Speak up for the patient needs and desires of each patient. (For example, the patient wants to meet any replacement aides before being assigned.)
10. Realize that all patients are entitled to make their own decisions about their lives.
11. Encourage the patient to participate actively in the planning of his or her daily care.

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Handout/Activity 4 – Key Values and Principles

Key Values and Principles that Serve as the Foundation of a Person-Centered System

These guiding principles apply to the system serving all people who need long-term services and supports, and their families. A person-centered system acknowledges the role of families or guardians in planning for children/youth and for adults who need assistance in making informed choices.

Below each principle, write an example of how a home care aide or the home care agency can meet that principle for the patient.

To be person-centered means:

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

Example: _____

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

Example: _____

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

Example: _____

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

Example: _____

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: _____

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

Example: _____

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

Example: _____

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: _____

9. Acknowledging and valuing families and others important to the patient and supporting their efforts to assist other family members.

Example: _____

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

Example: _____

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

Example: _____

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

Example: _____
