

NC Department of Health and Human Services

NC Home Care Aide Curriculum

Module 4 Person-Centered Care

July 2021

OBJECTIVES

- 1. Explain 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**

Person-centered care is...

- **Honesty**
- **Dignity**
- **Respect**
- **Balance**
- **Uniqueness**
- **Valuing families**



HANDOUT/ACTIVITY #1

Independence and Individuality



BELIEFS ABOUT PERSON-CENTERED CARE

Person-centered philosophy, values, and principles



What's Important To And For The Patient

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



Person-Centered Planning Promises



HANDOUT/ACTIVITY #2

Everyone has a daily routine



Person-centered care is customized to the abilities and changing care needs of each individual



Feelings of empowerment

The patient feels empowered when participating in person-centered care



HANDOUT #3

Patient-centered care principles and thinking



Principles of Person-Centered Care (1)

- 1. Get to know each patient**
- 2. Appreciate and honor each patient's lifelong pattern by responding to the preferences and needs of each patient**



Principles of Person-Centered Care (2)

- 3. Always remember that you are providing care in the home of the patient; all staff are visitors, and the patient is in control of his or her own care and environment**



Principles of Person-Centered Care (3)

4. Recognize that each patient can and does make a difference



5. Respond to each patient's spirit, as well as mind and body

Principles of Person-Centered Care (4)

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



7. Respect others just as you would like to be respected



Principles of Person-Centered Care (5)

8. Make it possible for each patient to have a satisfying life



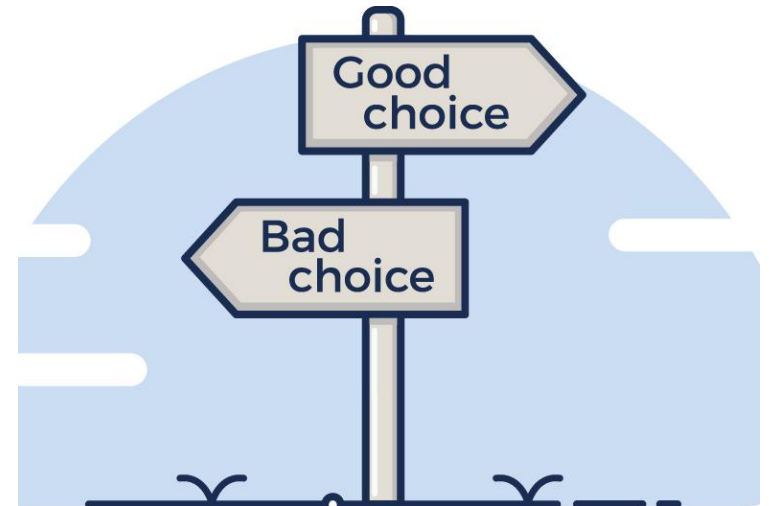
9. Speak up for the needs and desires of each patient



Principles of Person-Centered Care (6)

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



HANDOUT/ACTIVITY #4

Key Values and Principles



Key Value and Principle #1

Treating individuals and family members with dignity and respect



Example...

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

Key Value and Principle #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

Key Value and Principle #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

Key Value and Principle #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

Key Value and Principle #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

Key Value and Principle #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

Key Value and Principle #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

Key Value and Principle #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 customize care to the individual

Key Value and Principle #9

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



Example...

Talk with family and others important to the patient and show that you value their role with the patient and their role within the family unit; show respect with your interactions

Key Value and Principle #10

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



Example...

Tell the patient that you recognize the relationships that are meaningful to the person and show respect for those relationships

Key Value and Principle #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...

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

Key Value and Principle #12

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

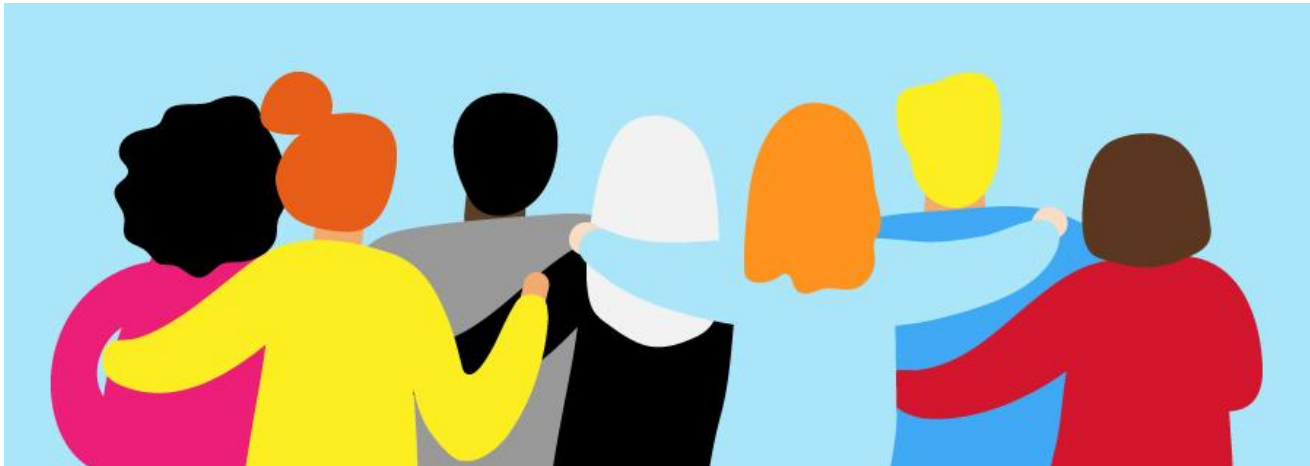


Example...

Report needs to your supervisor – the patient may need a resource such as Meals on Wheels; referrals can be made by your supervisor on behalf of your patient

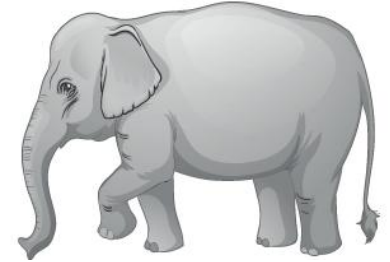
PROMOTING PATIENT-CENTERED CARE

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



Ruby the Elephant

The Story of Ruby



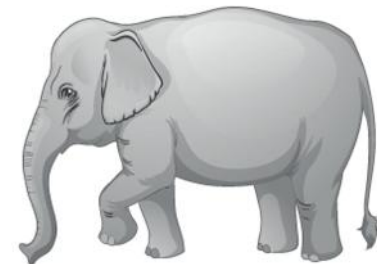
- **Ruby was an Asian elephant born in 1973 in a logging camp in Thailand**
- **She was shipped to the Phoenix Zoo at seven months old**
- **She became the darling of the Zoo**
- **Grew to be 6,000 lbs./3 tons**
- **At first, Ruby was the only elephant in the Phoenix Zoo**

Some Facts About Elephants

The Story of Ruby

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**



A Lonesome Elephant

The Story of Ruby

What happened to Ruby since she had no companionship?

She developed behavior problems due to her loneliness!



Behavior Problems

The Story of Ruby

What do you do with a 3-ton elephant with behavior problems?



CHANGES

The Story of Ruby

The Zoo looked at Ruby's life situation and made changes

- **WORKPLACE PRACTICE:**
 - Assigned new keepers who cared
- **ENVIRONMENT:**
 - Acquired other elephants for companionship
 - Built a new enclosure with more space to move around
- **CARE PRACTICE:**
 - The new caregivers asked, “If I was Ruby, how would I want my day to go?”

THRIVING

The Story of Ruby

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



LIVING THE ARTFUL LIFE

The Story of Ruby



Ruby began to live a life of meaning and purpose

ART GALLERY

The Story of Ruby

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



A MASTERPIECE

The Story of Ruby

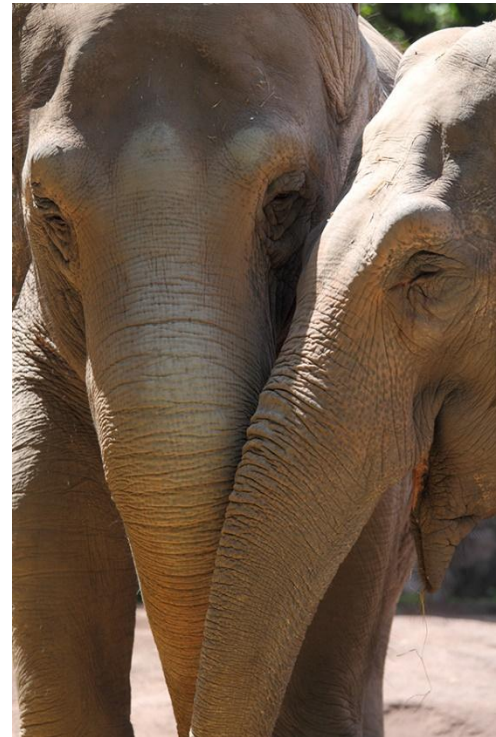
This painting convinced many doubters that Ruby really was an artist in her own right



LIVING THE LIFE

The Story of Ruby

**Ruby thrived for
25 years at the
Phoenix Zoo**



A BELOVED BEING

The Story of Ruby

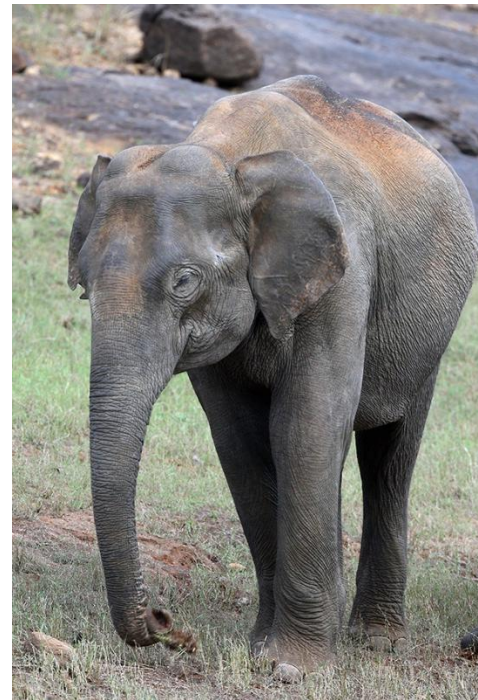
Ruby was loved and is missed by all who knew her... what a wonderful tribute to an elephant's life



A Life Of Meaning And Purpose

The Story of Ruby

**Our patients
deserve the
same type of
life that Ruby
lived**



TEACHINGS FROM RUBY

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

RUBY THE ELEPHANT



Ruby the Elephant

1973-1998

This material was prepared by Quality Partners of Rhode Island, the Medicare Quality Improvement Organization (QIO) for Rhode Island, and adapted by the Illinois Foundation for Quality Health Care, the Medicare QIO for Illinois, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents do not necessarily reflect CMS policy. IL-8SOW-NH-144-02/07

CONGRATULATIONS!

YOU ARE NOW EQUIPPED WITH THE PRINCIPLES OF PERSON-CENTERED CARE. AS YOU 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 THE LIVES OF OTHERS!

