

Ways to Know Each Person

Mary Tess Crotty
Cheryl Dale
Penny Schebel
Genesis HealthCare
Sandy Godfrey
St. Camillus

Pioneer Network Principles ...

- Know each person
- Put the person before the task

When People Know Us...

- They are less likely to
 - Label us
 - Confuse us with others
 - Give us what we don't need
 - Forget to give us what we do need
 - Make mistakes
- They are more likely to
 - Recall pleasant memories
 - Express warmth, tenderness and concern
 - Anticipate our needs
 - Understand what we mean

Ways to Know Each Person...

Life Story	Life Highlights	“Get to Know Me”	I-Centered Care Highlights	I-Centered Care Plan
In-depth story-telling to preserve legacy for families	Major life events recalled by resident or family member	Overview of important life events and current preferences	Preferences and needs for socialization and assistance in the resident’s voice	All care plan interventions for a specific area, written in the resident’s voice

Full Life Stories

Description	In-depth story-telling intended to preserve legacy for families
Format(s)	Video; book; scrapbook; multimedia
Audience	Family members, local libraries and communities
Suggested Collaborators	Community groups, high school groups, history groups

Life Highlights

Description	Major life events recalled by resident or family
Format(s)	PowerPoint, Video; Scrapbook
Audience	Nursing Home Community: residents, families, staff
Suggested Collaborators	Family and visitors; staff from all shifts

“Get to Know Me” Booklets

Description	Overview of important life events and current preferences
Format(s)	Powerpoint (on screen or printed)
Audience	Center staff and “neighbors”
Suggested Collaborators	Resident, family, friends

I-Centered Care Highlights

Description	Preferences and needs for socialization and assistance in the resident's voice
Format(s)	Powerpoint or written document On screen (e.g., nurse's station) or printed reference at nurses' station
Audience	Caregivers
Suggested Collaborators	Resident, family, entire caregiving team

I-Centered Care Plan

Description	All care plan interventions for a specific area, written in the resident's voice
Format(s)	Nursing home's care plan format, e-doc or printed
Audience	Clinical Team; Regulators
Suggested Collaborators	Resident, family, entire clinical team, signed by MDS Coordinator

Life Highlights

- Cheryl Dale, Program Director,
Heritage Nursing Care Center, Lowell,
MA
- IN2L Life Highlights

“Get to Know Me” Booklets

- Penny Schebel, Neighborhood Coordinator, Heritage Hall West, Agawam, MA
- All residents have a book
- Take turns in the Lobby “Showcase”

I-Centered Care Plans

- A powerful way to operationalize a home's commitment to person-centered care.
- The focus is the resident need that requires help from the caregiving team, rather than the problem that the resident presents the team.

Example

- A resident who has fallen three times in the past month in her room triggers for falls
- NH is required to address her risks in the care plan.
- Staff learned that one time the walker tips fell off, and the other times she was not using her walker because it was not within reach.

Purpose of the I-Centered Plan

- An I-Centered care plan helps us bypass looking at the resident as a “problem” and builds on the resident’s strengths, preferences and participation.
- Can be a mix of “voices” – clinicians and resident’s. What is important TO me? What is important FOR me?

Traditional (3rd Person)

Focus Area	Resident is at risk for falls
Goal	Resident has no falls in the next 90 days
Approach	Remind resident to ask for help Check rubber feet on walker q shift Visual check q hr on falls rounds

I-Centered

Focus Area	I like to move around my room on my own.
Goal	I move around my room and use the bathroom safely on my own until we review this next quarter or there is a change.
Approach	<ul style="list-style-type: none">•I am more confident about my balance when I use my walker; please make sure it is within my reach and safe to use. Please make sure the rubber feet on my walker are positioned properly•Check on me every few hours; ask me if I have everything I need and if I have been able to get around my own

I-Centered Care Plans

- Example in computerized care plan on memory-support neighborhood
- 1st person vs. 3rd person



More I-Centered Care Plan Examples

- Sandy Godfrey
- Director of Nurses, St. Camillus Health Center, Whitinsville, MA