



**PERSON CENTERED APPROACH TO CARE**  
**“Nothing About Me, Without Me” (CCAL)**  
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# HISTORY.....

**2001**

- Institute Of Medicine's (IOM) “Crossing the Quality Chasm” report called for a redesign of the nation's healthcare system which was found to be impersonal and fragmented. Healthcare systems and processes were designed around efficiency and standardization.

## Shift to Patient-Centered Care

- Gold Standard of Care... respectful to individual patient preferences, needs and values..
- Psychosocial context of health and well-being is as important as the physical/medical aspects.



# HISTORY.....

## 2005-2006

- Alzheimer's Association's "Campaign for Quality Residential Care" .. Practice recommendations to optimize well-being for people who have dementia based on a holistic, person centered framework.
- Difficulty overcoming structural barriers in the field.

## 2010

- The Affordable Care Act (ACA) requires services funded by the Centers for Medicare and Medicaid be provided in a person-centered manner.



# HISTORY.....

## 2011-2012

- President Obama signed National Alzheimer's Project (NAPA). Focus on Cure & Too Little on Care. Plan is silent on what is considered Gold Standard – Person Centered Practice.
- Inspector General's Office (OIG) of the US Dept. of Health and Human Services (HHS) issued a report on the overutilization of antipsychotic medications.



## HISTORY ....

- Senate Aging Committee Hearing – Need for alternative approaches and strategies to address behavioral challenges.
- Centers for Medicare and Medicaid Services (CMS)  
Launched an educational initiative to improve behavioral health and reduce the use of antipsychotic medications.



# HISTORY....

**2012**

- Washington DC - National Dementia Initiative led by leaders at CCAL-Advancing Person Centered Living.

*Dementia Initiative brought together an expert panel on dementia to determine best person-centered practices and offer guidance.*

- Dementia Initiative produced a consensus white paper - **Dementia Care: The Quality Chasm**. A holistic (Bio-psycho-social-spiritual) theoretical and contextual framework for Person-Centered Dementia Care.



- Research has shown that HOW care is delivered can be critically important to overall success.

*Person –Centered Care  
focuses on the Individual  
needs of a person...rather  
than the efficiencies of the  
care provider*



# PHILOSOPHICAL SHIFT CULTURE SOCIETAL CHANGE MOVEMENT

*Patient centered ..... connotes a bio-medical orientation to care.*

Person-Centered .....an Integrative Holistic  
Approach to Caring for individuals living with  
all types of Dementia



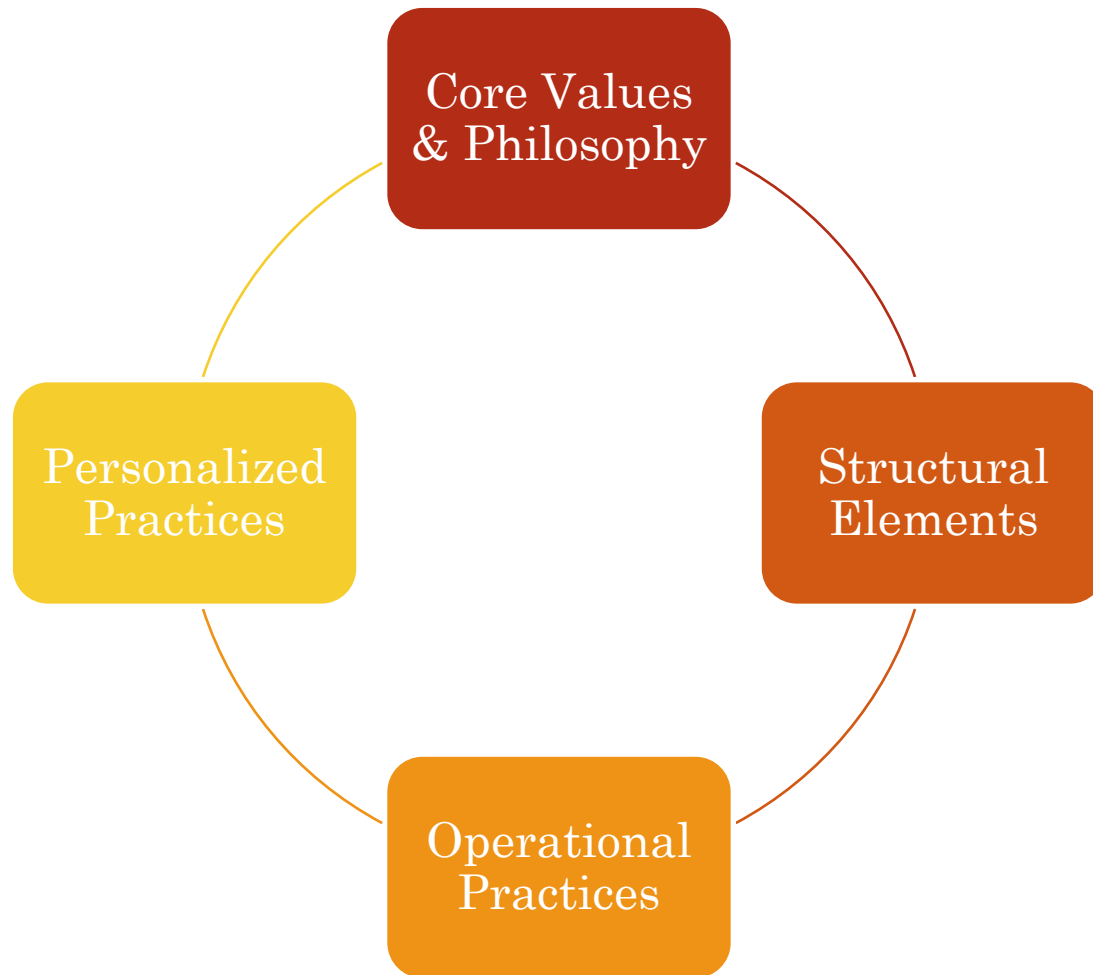


# DEMENTIA CARE - THE QUALITY CHASM

## PERSON-CENTERED DEMENTIA CARE



# PERSON-CENTERED DEMENTIA CARE: FRAMEWORK



## MEANINGFUL RELATIONSHIPS, POSITIVE INTERACTIONS

*Builds on the Strength of the person, honors their values, choices, and preferences.*

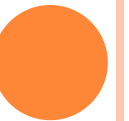


# CORE VALUES & PHILOSOPHY

- Every person has his/her own meaning of life: Personality, history, interests, personal preferences.
- Need to experience life at all stages of dementia.
- Person is not their dementia illness; rather the condition is only one aspect of their current status.
- Focus on strengths....
- Enter the world of the person living with dementia to best understand, communicate and







# STRUCTURAL ELEMENTS FOR PERSON CENTERED DEMENTIA CARE: RELATIONSHIP/COMMUNITY BUILDING



- Maintaining a Meaningful relationship with someone who has dementia is essential component of his/her well-being at all stages of the illness.
- Successful relationships are based on respect, shared experiences, trust, reciprocity and mutual enjoyment. (Maxwell, 2002)
- Time essential ingredient to form and sustain relationships.
- Staff need time to spend with participants/clients in order to form, nurture and maintain relationships.





# RELATIONSHIPS & BELONGING PROVIDE MEANING AND CONTEXT TO DAILY LIVING



# “SERVICE IS COMPASSION MADE VISIBLE”

## KAREN LOVE

- Governance – Decision Makers
- Leadership – Head of Organization and Executive Managerial Staff...Key communicators
- Care Partners/Workforce – Staff are integral to the success of person-centered care.

*“The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don’t play together, the club won’t be worth a dime.”*

Babe Ruth



# CARE PARTNERS....MUSIC & JOY



- Services – Based on the individual preferences, values, lifestyles choices and needs to support his/her unique rhythms of daily living...

**CHOICES!! CHOICES!!**

- Meaningful Life & Engagement
- Environment - Warm, Familiar and Comforting
- Accountability - Evaluate Outcomes



# MEANINGFUL LIFE ENGAGEMENT



# OPERATIONAL PRACTICES

- Care givers/staff members should have comprehensive information and training in person-centered dementia care to build knowledge and skills.
- Key operational practice is to have the appropriate number of staff at all times.
- Services – that reflect individual preferences.  
Choices...
- Meaningful Life and engagement is supported.



# PERSONALIZED PRACTICES

- Interacting with people who have dementia in ways that honor and support his/her individual personhood.
- “Behavioral problem” - **“Behavioral Expression”**
- *“One of the blind spots people have is seeing the distress as the problem rather than as a symptom of a larger need, so they treat the distress and never get to the heart of the matter.”* Dr. G. Allen Power.  
“Dementia Beyond Drugs.”
- Behaviors are often expressions of unmet needs, such as pain, hunger, thirst, boredom, loneliness, or an underlying medical condition. LITI



## FUTURE WORK.....

- NAPA have the consensus person-centered care framework and practices included in its recommendation and plans
- National education campaign to advance adoption, implementation, and long term usage of Person-Centered Dementia Care Framework.
- Identify appropriate, valid and reliable measurement tools for person-centered dementia care.





*“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”*

*Maya Angelou*



*“The Highest destiny of the individual is to serve rather than rule.”*

*Albert Einstein*



# RESOURCE GUIDE

PROVIDED AS A HANDOUT

