PERSON CENTERED APPROACH TO CARE
“Nothing About Me, Without Me” (CCAL)
Rina Bellamy, LMSW, QDCP
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.
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

Core Values & Philosophy

Personalized Practices

Structural Elements

Operational Practices
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 interpret the meaning of his/her behavior.
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. UTI
**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