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### MOVING PERSON CENTERED PRACTICES FORWARD BY CONNECTING TECHNOLOGY

### WHAT IS EXPECTED BY THE HCBS RULE...

In our systems of services and supports people are expected to have choices regarding:

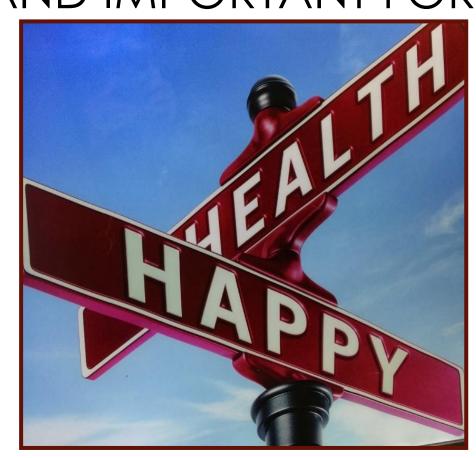
Where they live
Who they live with
What they do with their time
What they do with their resources
What services and supports they receive
Who provides the services and supports



#### THE CORE CONCEPT FOR PERSON-CENTERED PRACTICES: IMPORTANT TO AND IMPORTANT FOR

Finding a balance between important to and important for

Considering how important to and important for are connected



#### DEFINING THE CORE CONCEPT

#### Important To

- Includes those things in life which help us to be satisfied, content, comforted, fulfilled, and happy, such as
  - People to be with/relationships
  - Culture & Identity
  - Purpose & Meaning
  - Status & Control
  - Things to do/Places to go
  - Rituals & Routines
  - Rhythm/Pace of life
  - Things to have

#### Important For

- Issues of health
  - Prevention of illness
  - Treatment of illness / medical conditions
  - Promotion of wellness (e.g.: diet, exercise)
- Issues of safety
  - Environment
  - Well being ---- physical and emotional
  - Free from Fear
- What others see as necessary for the person to
  - valued
  - Be a contributing member of their communities

# THE PANDEMIC HAS CREATED AN OPPORTUNITY TO EVOLVE THE SERVICE SYSTEM

It's created accessibility

Improved strategies to provide training and technical assistance

Increased collaboration and real time changes

## PERSON CENTERED THINKING IN A REMOTE ENVIRONMENT

Person Centered Thinking (PCT) is a training to help people change the lens they look through in supporting others

It is a 2-day experiential training, designed to understand how it feels when someone has a loss of control over his/her/their life

It shifts our thinking to support someone from a Power With approach

Provides skills to learn, act and improve the balance of what is Important To and Important For someone

for person centered practices

No travel to attend

Variety of participants and knowledge base

BENEFITS OF REMOTE PCT TRAINING

Interactive

Still experiential

Measure retention

#### COMMON LEARNING THEMES

#### What was liked

- •Break out Rooms
- Annotate
- Maintained interactive activities
- Co-trainers
- Frequent breaks
- •Group Apps (Padlet, Group Map, Google Forms

#### What was not liked

- Handout Materials
- Participant access to technology
- Lack of personal connection in a virtual setting

#### Changes Made

- Address time increase
- Interactive Apps
- •Improve handouts
- Clarity of expectations (both trainer and participant)
- •Connection between sessions

# CONNECTING THE LEARNING TO APPLICATION

Person Centered Plan Development with an electronic Person Centered Description (ePCD)

#### PCD: WHAT MATTERS MOST



What/Who/Where are Important To the person and why



How we have negotiated support to help with Important To



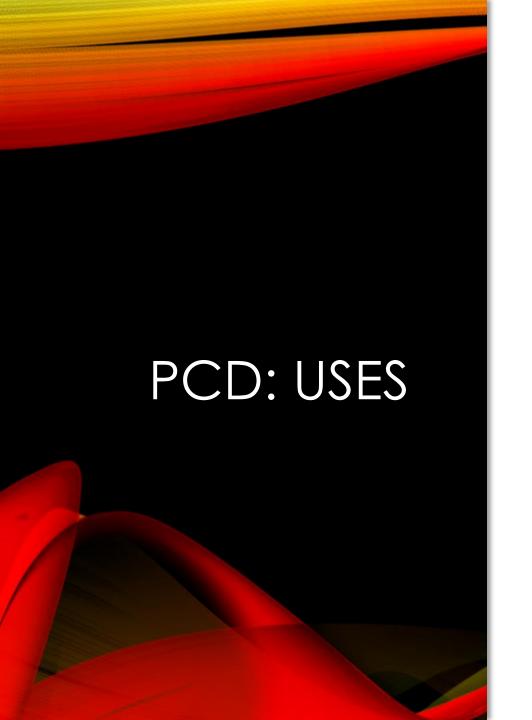
Who is in their social network



How the person communicates with and without words



Who is a good match





Service Plans



**New Staff Orientation** 



Respite Care



Information can quickly be pulled from it to create One Page Descriptions for specific situation

A new job Medical appointments Social activities



So much more- Get Creative! ©

#### PCD: WHY IT WORKS!

Concise- No data mining

Organized – Consistent

Common Language

Always current

PCDs have been around for decades and we KNOW they work, when they are used. The biggest barrier to them being used has been accessibility.

# THE E-PCD: ACCESSIBILITY MADE EASY

Let's take a Look

#### DENNIS: A SUCCESS STORY

- Outgoing and Friendly (Like and Admire)
- Loves football and tech (Important To)
- Needs help with NFL Stats and socializing (How to Support)
- He is very close to his brother who played college football (Relationship Map)
- Others know he's overwhelmed and what to do when he's watching football and talking fast (Communication Chart)
- Matched with Kim who knows everything about the NFL (Matching)
- Dennis' had a goal to develop a Fantasy Football Team



**QUESTIONS?** 

#### FOR MORE INFORMATION

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