Person-centered Care: A Transformation Not a Checklist

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A Rare Occasion



Your mission statement:

Our mission is to provide services that avoid deficiencies and lawsuits regardless of what residents want.



The Holistic Roots of Healthcare



The way...

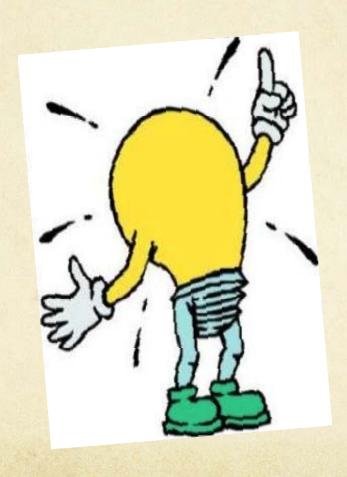
Fact vs Fiction

- Assisted living doesn't need this!
- It costs more!
- Our residents are not complaining!
- We are already doing too much!
- The regulations won't let us!
- Our staff members won't change!

The Truth

- Increased satisfaction of staff, residents, families
- Community involvement & marketing tool
- Decrease in lawsuits
- Positive effect on resident experience
- Positive effect on bottom line & census
- National RC/AL exam supports PCC

"It's really staff-centered care."



Employee Engagement

- o 50% have lower turnover
- o 56% have higher customer loyalty
 - O 38% above average productivity
 - O 27% higher profitability

The Formula

OAwaken OAssess

OAlign

OAnchor

Awaken



Assess

- O Focus Groups: Residents, Staff, Family
- O Satisfaction Surveys
- O Regulatory Surveys
- O Turnover/Retention
- Advancing Excellence
- O Long-term Care Improvement Guide

Align

- O Leadership Team
- O Supervisory Development
- O Staff Development

Anchor

- O Mastermind Calls
- O Data Review (look for bright spots!)
- Online Community
- O Commit to Learning Organization

What We Say

What We Do

- O Residents' needs come first
- We value relationships and support our residents in living a meaningful life
- The "line staff" are the most important people in our organization

- O Set break and meal times
- O Give job descriptions & reviews that value task over all else
- Make decisions with no input from staff, only supervisors

Create a Sense of Urgency



Urgency at the Top



Create a Slice of Heaven



Keep in Touch!

Free tips (where I'm helpful):

DeniseBScott.com

Facebook (where I'm fun):

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LinkedIn (where I'm serious):

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