



# 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.





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# 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

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



# The Formula

○Awaken

○Assess

○Align

○Anchor

# Awaken





# Assess

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

# Align

- Leadership Team
- Supervisory Development
- Staff Development



# Anchor

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

## What We Say

- 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

## What We Do

- Set break and meal times
- 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):

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