



*Create a Culture
of Care
By Building
Relationships*

What is Person-Centered Care?





PC P.E.A.R.L.S.[®]: 7 key elements of person centered care

Person and Family Engagement

Care

Processes

Environment

Activity & Recreation

Leadership

Staffing

Fact vs Fiction

It Costs More!

It's Nice but
Not
Necessary!

Our Elders
Aren't
Complaining!

We are
Already Doing
Too Much!

It's the Nurse's
Job!

The Truth

Increased satisfaction of staff, elders,
families

Community involvement

Marketing tool

Dramatic decrease in malpractice suits

Positive effect on HCAPs

Positive effect on bottom line

PERSON – DIRECTED THINKING & PRACTICES

Organizational Directed	Organizational Centered	Person Centered	Person Directed
Staff make most of the decisions with little conscience consideration of the impact on the residents.	Staff consult residents or put themselves in residents' place while making the decisions some of the time.	Resident preferences or past patterns form basis for staff decision making about some routines.	Residents make decisions every day about their individual routines. When not capable of articulating needs, staff honor observed preferences and lifelong habits.
Residents accommodate staff preferences; are expected to follow existing routines.	Residents accommodate staff much of the time-but have some choices within existing routines and options.	Staff begin to organize routines in order to accommodate resident preferences – articulated or observed.	Staff organize their hours, patterns and assignments to meet resident preferences.
LOW			HIGH

The
New York
Times









34% Actively Engaged
53% Somewhat Engaged
13% Actively Disengaged





EMPLOYEE ENGAGEMENT - ACTIVE DISRUPTOR

...and who's
"sinking your boat?"





What is a learning
organization?

Where does your organization fit In?

Execution as Efficiency (Traditional)	VS.	Execution as Learning
Leaders provide answers		Leaders set direction and articulate the mission
Employees follow direction		Employees (usually in teams) discover answers
Optimal work processes are designed and set up in advance		Tentative work processes are set up as a starting point
New work processes are developed infrequently; implementing change is a huge undertaking		Work processes keep developing; small changes—experiments and improvements are a way of life
Feedback is usually one way (from boss to employee) and corrective (this is how to perform the task correctly—you're not doing it right)		Feedback is always two-way: the boss gives feedback in the form of coaching and advice; team-members give feed-back about what they are learning from doing the (ever-changing) work
Problem-solving is rarely required; judgment is not expected; employees ask managers when they are unsure.		Problem-solving is constantly needed, so valuable information is provided to guide employees judgment
Fear of supervisors or of consequences is often part of the work environment and usually does not harm the quality of execution; it may even motivate effort and attentiveness in those facing an otherwise dull task		Fear is understood to cripple the learning process. It inhibits experimentation, lowers awareness of options and discourages people from sharing insights, questions and problems
Traditional		Learning

"Failure is an
opportunity to grow"

GROWTH MINDSET

"I can learn to do anything I want"

"Challenges help me to grow"

"My effort and attitude
determine my abilities"

"Feedback is constructive"

"I am inspired by the success of others"

"I like to try
new things"

"Failure is the
limit of my abilities"

FIXED MINDSET

"I'm either good at it or I'm not"

"My abilities are unchanging"

"I don't like
to be challenged"

"I can either do it,
or I can't"

"My potential is predetermined"

"When I'm frustrated,
I give up"

"Feedback and criticism
are personal"

"I stick to what I know"

PCPEARLS[®]: 7 key elements of person



Be Our Guest!

WWDD?

Organizational Culture

Innovation

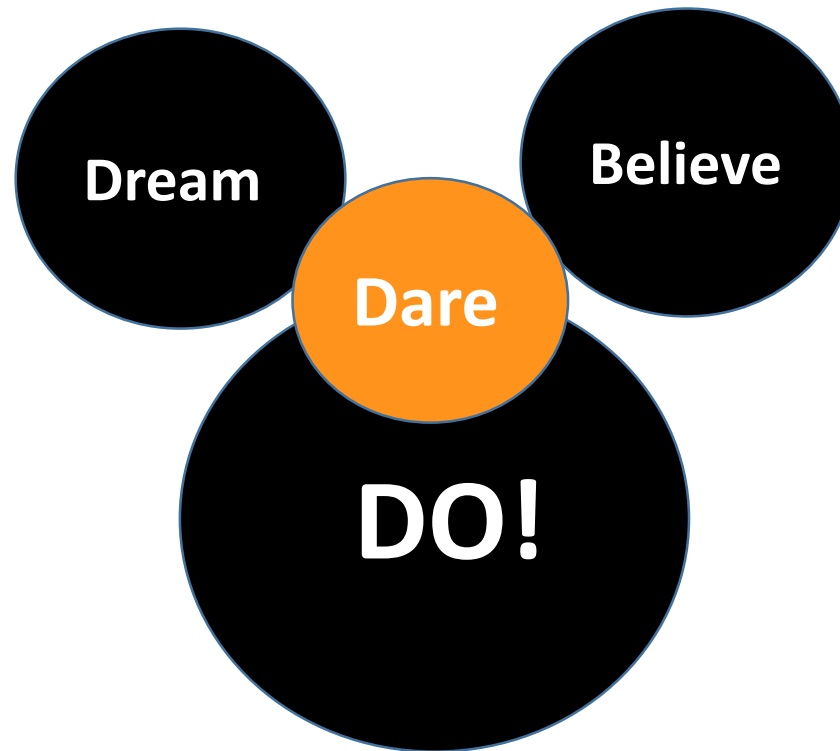
Education

Organizational Support

Entertainment



Success is an Attitude!



Leaders

Champion change

Model the way

Involve staff in decision making

Encourage staff to be creative

Create a learning environment

Staff need to

Be inspired

**Have the knowledge
(competencies) to do their job**

**Be encouraged to develop
further**

Feel appreciated and valued

Be involved in decision making

Remember

Leaders set direction and articulate the mission

Employees discover answers

Tentative work processes are set up as a starting point

Work processes keep developing; small changes—experiments and improvements are a way of life

Feedback is always two-way: the boss gives feedback in the form of coaching and advice; team-members give feed-back about what they are learning from doing the (ever-changing) work

Problem-solving is constantly needed, so valuable information is provided to guide employees judgment

Fear is understood to cripple the learning process. It inhibits experimentation, lowers awareness of options and discourages people from sharing insights, questions and problems

EMPATHY




Before you judge someone



Respect & Compassion

Walk a mile in his shoes!

Facebook: Observing the Sounds of the World



How can we as leaders
apply these principals to
getting to know our staff?

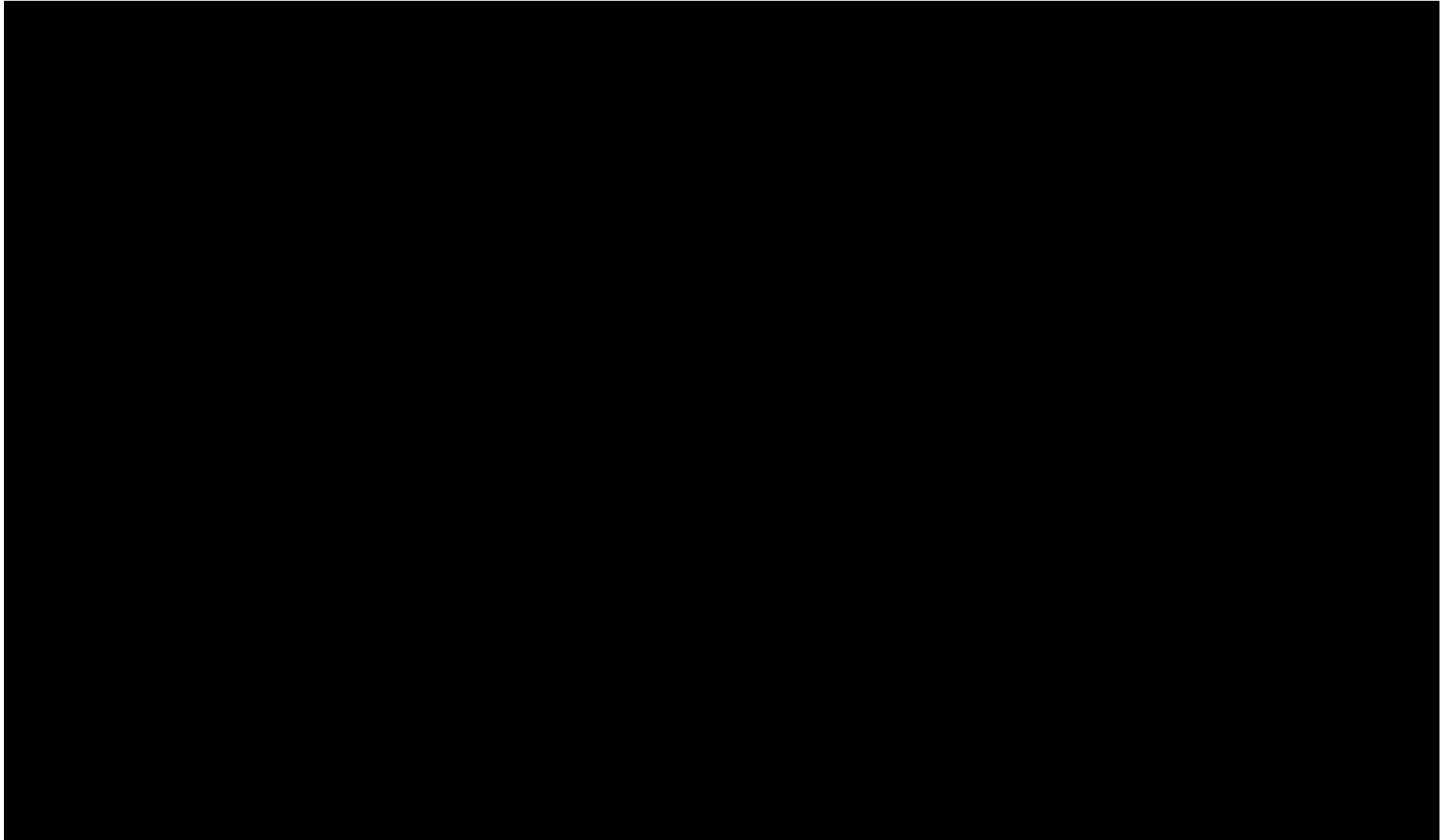
**PEOPLE ARE LIKE
SNOWFLAKES...**



NONE ARE EXACTLY THE SAME

How can staff build better relationships with residents and be more resident focused?

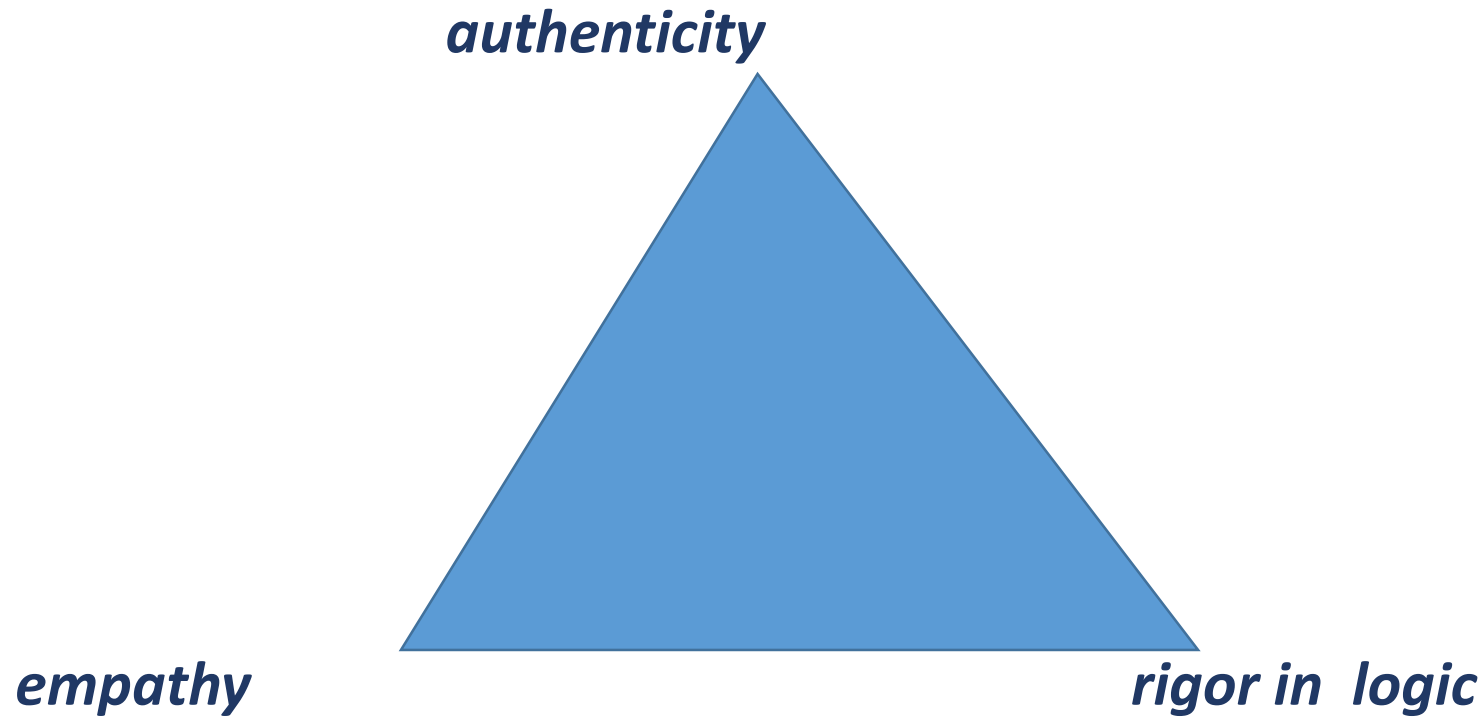
Hand in Hand





A word cloud centered around the word "TRUST". The word "TRUST" is the largest and most prominent, rendered in a bold, white, sans-serif font with a thick black outline. Surrounding it are various related terms in a smaller, black, typewriter-style font. The words are arranged in a circular pattern, with some overlapping. The visible words include: "honesty", "respect", "belief", "loyalty", "relationships", "accept", "people", "d", "na", "p", "e", "n", "s", "t", "r", "u", "s", "t", "i", "o", "n", "s", "h", "o", "n", "e", "s", "t", "y", "r", "e", "s", "p", "e", "c", "t", "b", "e", "l", "i", "e", "f", "l", "o", "y", "a", "l", "t", "y", "r", "e", "l", "a", "t", "i", "o", "n", "s", "h", "i", "p", "s", "a", "c", "c", "e", "p", "t", "p", "e", "o", "p", "l", "e", "d", "n", "a", "p", "e", "n", "s", "t", "r", "u", "s", "t", "i", "o", "n", "s", "h", "o", "n", "e", "s", "t", "y", "r", "e", "s", "p", "e", "c", "t", "b", "e", "l", "i", "e", "f", "l", "o", "y", "a", "l", "t", "y", "r", "e", "l", "a", "t", "i", "o", "n", "s", "h", "i", "p", "s", "a", "c", "c", "e", "p", "t".

TRUST



[http://www.ted.com/talks/frances frei how to build and rebuild trust](http://www.ted.com/talks/frances_frei_how_to_build_and_rebuild_trust)





