



Using A Person Centered Approach In Care Coordination And Self- Delegation

Community First Choice Implementation Council Meeting

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Person-Centered Planning

- ▶ People want to live meaningful lives.
- ▶ It's about dignity, rights and personal choice.
 - Is person “demanding” or just trying to maintain some control over his/her own life?
- ▶ Individual is equal partner with professionals in planning process.
 - People who need the services are the experts.

Person-Centered Planning (continued)

- ▶ Strength-based/recovery focus
- ▶ Gathering people “who care”
 - Invited by the individual– family, friends, paid support, **community members**
- ▶ Ongoing/fluid process
- ▶ If done well, plan will reflect the real “flavor” of the individual



The Person-Centered Meeting

- ▶ Foster a relationship based on trust, consistency, respect and kindness.
- ▶ Power shifts from care manager to individual.
We are facilitating, not managing.
- ▶ Use “Support Circle.”
- ▶ Be flexible.
 - Conversation guides planning
 - Listen and learn; Seek to clarify
- ▶ Use visual graphic tools.



Getting Everyone on the Same Page with The Coordinating Center's PrioriT© model



Transition Planning Meeting Record

Client: Service Coordinator:

Meeting Date: Nursing Facility: Transition/Target Date:

Individuals Present:

Transition Tasks

Task	Must Have Person Responsible	Task	Need to Have Person Responsible	Task	Nice to Have Person Responsible

Communication is Important ...

- ▶ Talk with the person, not “around” them
- ▶ Language is Powerful
 - Use Person First language
 - Avoid jargon (alphabet soup)
 - Practice Active Listening
 - open ended questions
 - listen without hurrying, without intent to fix or control
- ▶ Be aware of non-verbal communication



Remember to ask ...

- ▶ What are your cultural preferences?
- ▶ Who were you “before”?
- ▶ What are your personal goals?
- ▶ How do you prioritize your goals?



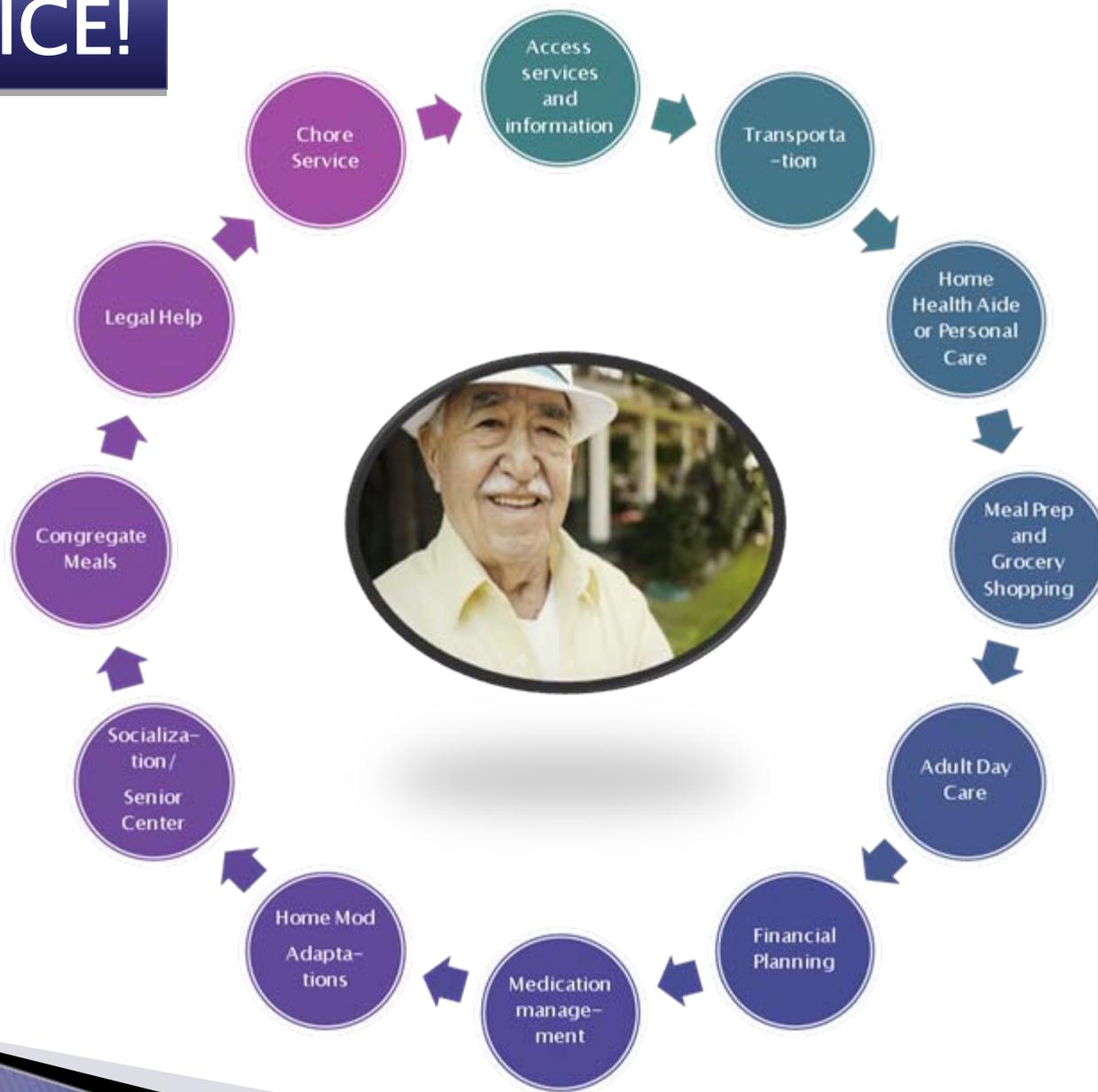
“What will I need to stay in my own home?”



A Person-Centered Approach



CHOICE!



Dignity of Risk

- ▶ Encourage doing “the right thing”
- ▶ Focus on maintaining safety and health in the community
- ▶ Educate, discuss, and document



Enrollment and Eligibility

- How does a person get into the Living At Home Waiver Program?

Care Models within The Living At Home Waiver (LAH)

- ▶ Agency Model
 - ▶ Independent Model
 - ▶ Self-Delegation Model
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Self-Directed Care

- ▶ Participants in the Living At Home Waiver (LAH) may choose to direct the independent attendant care providers to assist the participant with routine care and self-administration of medications. The Board of Nursing regulations (COMAR 10.27.11.01D) support this policy.

Self-Directed Care (continued)

- ▶ Self-Delegation Packet
 - “Attendant Care Services and You” Booklet
 - Self-Delegation Fact Sheet
 - Self-Delegation of Attendant Care Services Agreement

Self-Directed Care- Getting Started

- ▶ The Service Coordinator (SC) reviews the documentation with the participant and he/she decides if this model will meet his/her needs.
- ▶ If the participant decides to utilize this model, the participant will:
 - Identify the tasks that will be self-delegated
 - Develop a job description and back-up plan for the attendant(s)
 - Develop a plan for screening, interviewing, hiring, and training the attendant(s)
 - Identify independent attendant care providers (this may involve DHMH provider enrollment process as needed.)
 - Complete a Caregiver Service Plan to outline tasks to be completed by attendant(s)

◦ **SC AND TCC RN CAN ASSIST AS NEEDED WITH ANY OR**

◦ **ALL OF THESE TASKS.**

Self-Directed Care- Getting Started (continued)

- ▶ Once they are ready to move forward, SC will:
 - Update the LAH Plan of Service to authorize provider to begin services.
 - Sign Self-Delegation Agreement with participant
 - This Agreement will also outline the time frame for review of the agreement- at least annually but more frequently if determined necessary by both the SC and participant.

Funding/Payment- Fiscal Intermediary (ASI Works, Inc.)

The Agreement and/or plan can be modified at any time.

Self-Directed Care- Strategies

- ▶ Consumer training
- ▶ Education by a nurse monitor provider
- ▶ Follow-up training by nurse monitor provider
- ▶ Temporary nurse monitoring and/or identification of a new attendant care provider

What makes self-delegation successful?

- ▶ Choice and person-centered planning
 - ▶ Dignity of risk
 - ▶ Education
 - ▶ Communication
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We thank you!

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