What Does a Person-Centered System Look Like? Introducing the NCAPPS Person-Centered Practices Self-Assessment

Additional Questions and Resources for a webinar that was originally broadcast on February 11, 2021

Questions

Q1: How can we ensure family members that we are doing the best interest of the individual? Many families have a lot [of] questions because of the vast amount of information that we request from them.

Jake A: Communication with the family for all daily life. Ask the family for their information and input.

Mary Lou: In a person-centered approach, we always assume families and loved ones also have the very best interest of their family member at heart. In a person centered system, the system asks the amount of information that is commensurate with the amount of service/support a person needs and receives.   For example, if your agency support two people, one person receives less than 10 hours of job coaching/supported employment per week, and some support for budgeting; the second person receives 24 hour support, in a home that is licensed by the state to provide staff round the clock.   The amount of information necessary to develop a plan for the first person would be far less than the amount of information to support the second person.   Explaining to families why the information is necessary should always link back to the type and amount of support received by their loved one.

Q2: Does the self-assessment tool include a way to for orgs/systems to assess equity in terms of inclusion of historically marginalized groups?

Mary Lou: The Self Assessment tool does ask, in several sections, how the state agency plans for, and includes racial, ethnic and culturally diverse adaptations in many of it's plans and planning tools.

Q3: What process do you use when the services are not available in the area the individual lives and they don't want to move?

Mary Lou: We will assume "the services are not available" means that a particular type of support or service has no providers available in the geographic location in which the person lives.   In person centered planning, balancing what is important TO and what is important FOR the person is a key discussion carried out within the planning process. Helping an individual recognize the tradeoffs between living in a place that has characteristics which are important TO him/her, may not always balance equally with engaging in services that are also important TO him/her.   Sometimes difficult choices must be made, which often requires the skill known as supported decision making.

Q4: We do a yearly caregiver survey-is there a guideline as to how to capture true caregiver satisfaction with offered services? (we are an adult Day Health Care Center).

Mary Lou: There are many research studies on customer reported satisfaction survey instruments. Many of the articles provide guidance on best practices and pitfalls in designing an effective customer satisfaction information collection method. Often these are referred to as Voice of the Customer information sources. There are several tools which have been validated and tested for Adult Day Health Centers which would capture caregiver satisfaction. A comparison of the tools or instruments most often used in Home and Community Based services can be found here: https://rtcom.umn.edu/database/instruments

Q5: I understand being person centered for everything but I work with profound IDD individuals who are deaf/blind who may not have a guardian other the state to be a voice for them which makes it harder to develop a person center plan. Any advice?

Mary Lou: Person centered practices start with the assumption that all people should be treated with dignity and respect, and all people have a valuable contribution to make to society. From there, when a planning process seeks out staff, caregivers and /or family members who spend the most time with the person, you will discover habits or rituals of comfort, joy, celebration etc., While everyone communicates in one way or another, understanding the meaning of their communication best comes from people who care deeply about them, and know them best. Several planning models have developed methods to identify people who are committed to supporting a person to have the best life possible. Using these methods for involving people who care deeply will also identify how to include them in the discovery process prior to planning. Involving the paid staff or caregivers who know the person best will yield remarkable information on how best to support the person.

Q6: We are very interested in identifying good quality metrics related to person centered practices. We would be eager to know about any good data points others have used.

Bevin [from NCAPPS]: You may want to check out the Environmental Scan of Indicators.

Resources

- The Person-Centered Practices Self-Assessment is available at:
  https://ncapps.acl.gov/docs/NCAPPS_SelfAssessment_201030.pdf

- The plain-language companion to the Self-Assessment is available at:
  https://ncapps.acl.gov/docs/NCAPPS_SelfAssessment_PlainLanguage_Final.pdf

- Asset Map Toolkit:
  https://ncapps.acl.gov/docs/AssetMappingToolkit_200827_linked.pdf

- Participant Engagement Guide:
  https://ncapps.acl.gov/docs/Participant%20Engagement%20Guide%20200904.pdf

- Find NCAPPS webinar series on cultural and linguistic competence in person-centered practices [July 2019, October 2019, and May 2020]:
  https://ncapps.acl.gov/webinars.html

- Helen Sanderson Associates:
  http://helensandersonassociates.co.uk/person-centred-practice/

- Progress for Providers: Checking your progress in using person-centered approaches:
  https://helensandersonassociates.com/news/progress-for-providers/

- Baldridge Excellence Framework:
  https://www.nist.gov/baldrige/about-baldrige-excellence-framework-health-care