

Person Centered Thinking: Supporting Meaningful Lives

McKenzie Johnson, MPA

Program Manager

South Carolina Department of Disabilities and Special Needs

Discussion Topics

Medical Model versus Person-Centered Model

Institution Life-Good Paid life-Community Life

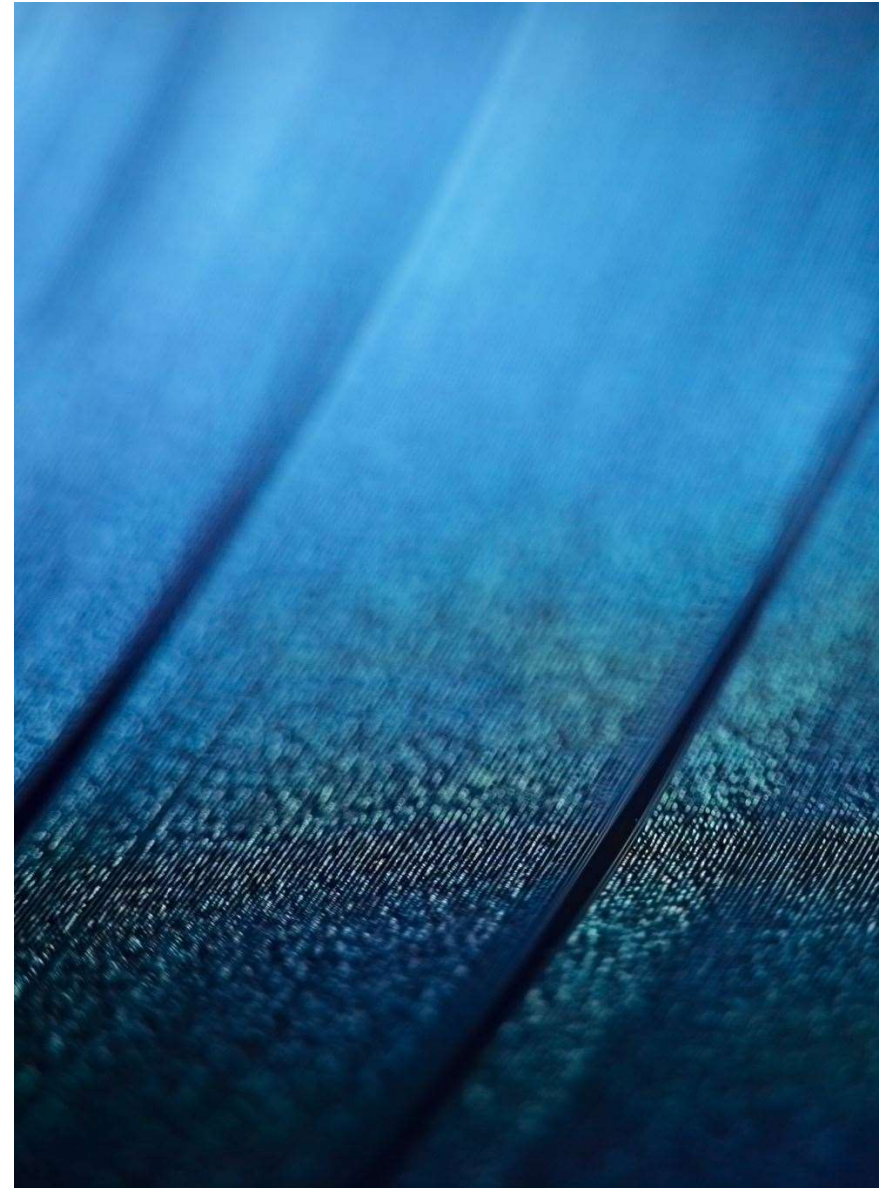
Giving voice to the person supported

Person Centered Core Concept

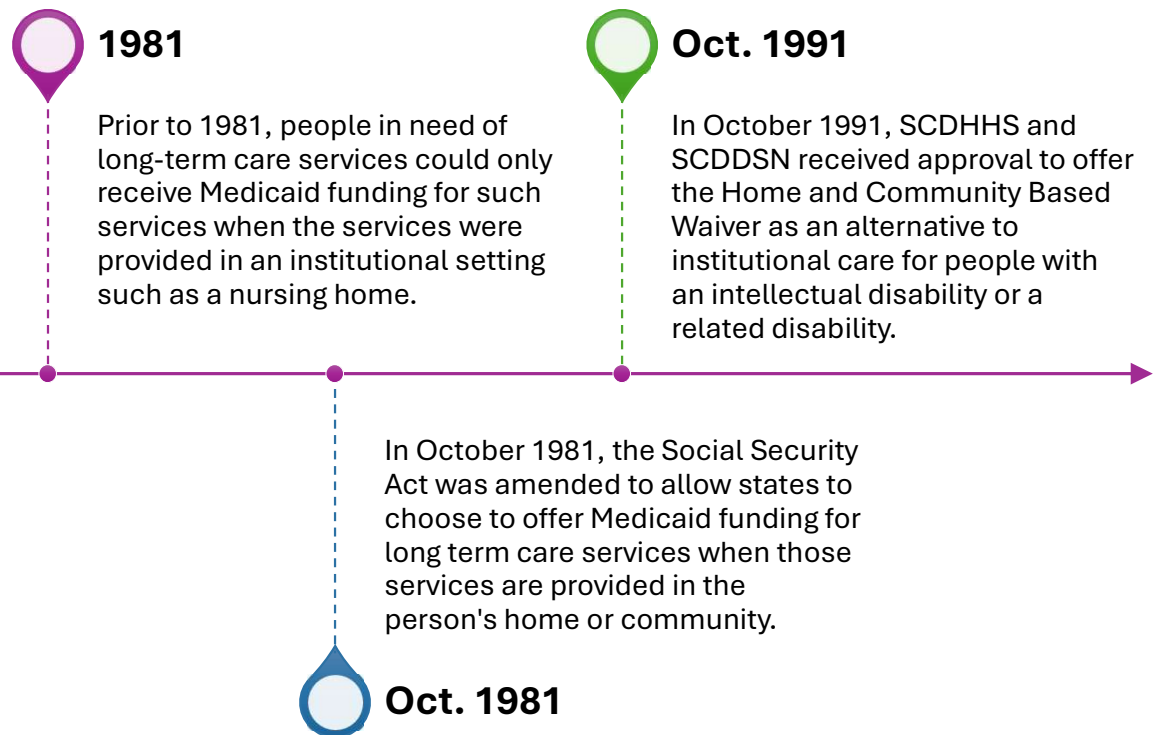
- Important To and Important For

Discovery Skills

- 2 minute drill
- Routines and Rituals

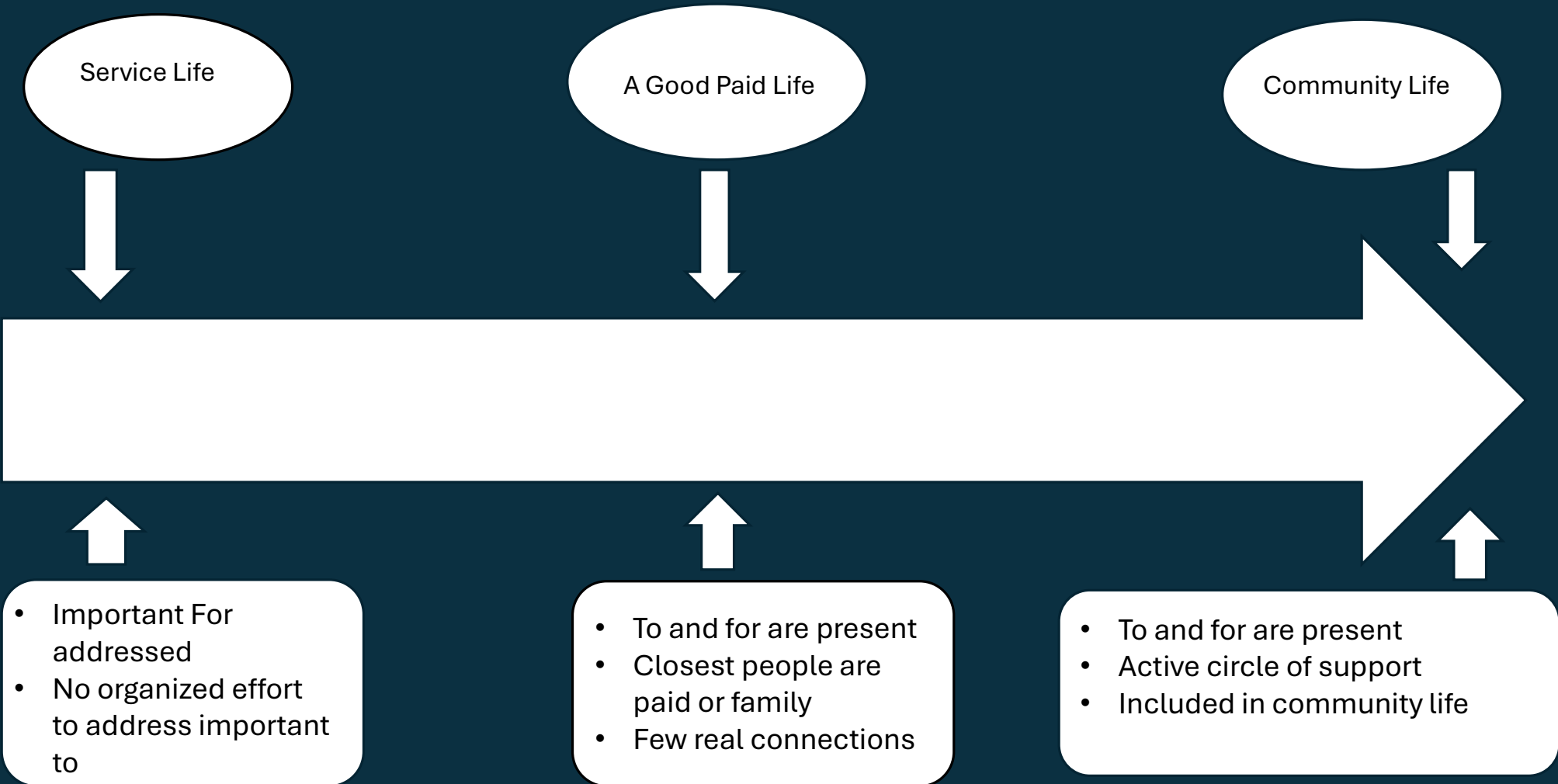


History of supporting people with disabilities



Medical Model versus Person-Centered Model

- The medical model of health care primarily focuses on diagnosis and treatment of disease.
 - People receiving care typically take a passive role in this model.
- In a person-centered model, people are empowered to participate as active partners in discussion and decisions about their care.
 - Focuses on supporting and communicating with people emphasizing their strengths, capabilities, and opportunities to reach their chosen goals. Helps to identify things that are important to them beyond health and safety (education, community inclusion, employment, etc).



Person Centered Thinking

- Guides respectful listening which leads to action, resulting in people who:
 - Have positive control over the life they desire and find it satisfying
 - Are recognized and valued for their contributions (current and potential) to their communities
 - Are supported in a web of relationships, both natural and paid, within their communities
- People being supported have a voice and are most often communicating preferences.
 - Behavior is communication

Implementation of Person-Centered Practices



A Promise to learn:

To listen to what is being said and to what is meant by what is being said

To keep listening



A Promise to act on what we hear:

To always find something that we can do today or tomorrow

To keep acting on what we hear



A Promise to be honest

To let people know when what they are telling us will take time

When we do not know how to help them get what they are asking for

When what the person is telling us conflicts with staying healthy or safe and we can't find a good balance between important to and important for

Person Centered Thinking Core Concept

- Balancing what is Important to the person being supported with what is Important For the person
- Person Centered Thinking is not telling the person being supported they can have everything they ever wanted, but finding compromise and digging deeper into why something is Important To them
- Important To and Important For influence each other
- No one does anything that is "important for" them (willingly) unless a piece of it is "important to" them

IMPORTANT TO

- What is important to a person includes things in life which help us to be content, satisfied, comforted, and happy:
 - People to be with/relationships
 - Things to do
 - Places to go
 - Rituals or routines
 - Rhythm or pace of life
 - Status and control
 - Things to have
- Includes what matters most to the person
- What is important to a person includes only what the person "says"
 - With their words
 - With their actions

IMPORTANT FOR

- What is important for a person includes:
 - Issues of health:
 - Prevention of illness
 - Treatment of illness/medical conditions
 - Promotion of wellness (e.g. diet and exercise)
 - Issues of safety:
 - Environment
 - Well-being; physical and emotional
 - Free from fear
- What others see as necessary to help the person:
 - Be valued
 - Be a contributing member of their community

Determining what is Important To someone

- When asked what is important to someone, they will likely just give broad answers that do not tell us how best to support them:
 - Family
 - World Peace
 - A house
- Use discovery skills to dive deeper into not only understanding what is important to someone, but why:
 - 2 Minute Drill
 - Routines and Rituals

Partnering Up



Break up into pairs



Determine who is going to share first and who will listen first

You will have the opportunity to be in both roles



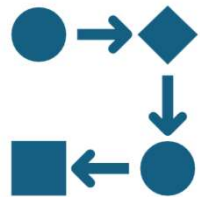
2 Minute Drill

- The 2-minute drill helps us learn critical information about how to best support someone in a short amount of time.
- Brings Important To information to the top and is connected to a specific situation.
- Activity:
 - You have just been hired by a company that prides itself in supporting its employees
 - They want to know what are the key things that you find helpful to be a productive employee
 - You want to give them an overview, a summary in 2 minutes of what they need to know to support you successfully.
 - What would you say
- As the listener, listen for things that are important for someone to be successful. Once they finish the share, confirm with them if things that you heard may be important to them, are important.

Rituals and Routines

- Everyone has rituals and routines
 - How you celebrate holidays
 - Morning routine
 - How you end your day
- Rituals guide us through our days and bring consistency, comfort, and control.
- Rituals allow us to know what to expect and help inform others of how we may act.
- Understanding and supporting rituals is a critical skill in learning to listen to people we support.

Routines and Rituals Activity



Using the paper provided write down your morning routine, be as specific as possible (time you wake up, do you hit snooze, products you use, etc.).



Trade your morning routine with your partner

How do you feel about your new routine?

Find one thing you think is Important to your partner and confirm

Changing the Conversation

- As a system we have historically trained families to see the obstacles and challenges their loved ones may face.
- Bringing a Person-Centered approach can help the person supported and families see their strengths and preferences.
- Person Centered Practices value:
 - Autonomy
 - Dignity
 - Contribution

Questions??

Resources

- Resources for Integrated Care (2020).
- The Learning Community for Person Centered Practices (2017). www.tlcpcp.com