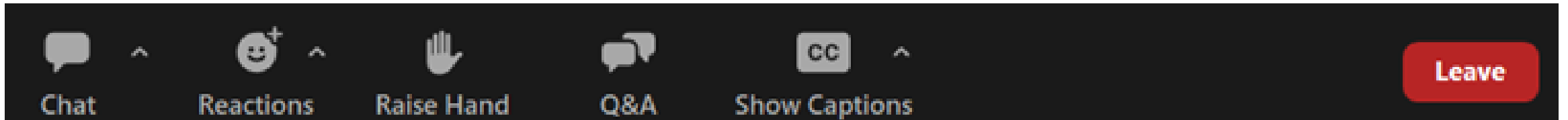


Welcome to An Introduction to Person-Centered Thinking Webinar!

Access your menu options on the bottom of the screen (desktop) or tap the screen (tablet/smartphone).

Tip: If you don't see the menu, move your cursor (desktop) or tap the screen (tablet/smartphone).



- **Chat:** Watch for information and resources from the event hosts. During the Q&A session, share comments about Steve's challenge questions.
- **Reactions:** Click the button to react to the presentation. Click the arrow to change reaction intensity or hide reactions shared by others.
- **Raise Hand:** All participants' lines are muted during today's webinar. During the Q&A session, raise your hand if you want the host to unmute you.
- **Show Captions:** Show or hide subtitles, view a transcript in a separate Zoom window, and change settings.
- **Participants:** See how many people are on the webinar.
- **Polls:** Polls will be enabled by the host when it's time for you to interact.

An Introduction to Person-Centered Thinking Webinar

April 27, 2023



Navigating Medicare



Preventing Medicare Fraud



SHIP
State Health Insurance
Assistance Program

Navigating Medicare



SMP
Senior Medicare Patrol

Preventing Medicare Fraud

MIPPA

Grantees

Person-Centered Focus

- 20+ years of funding and research on Person-Centered Planning in Long-term Supports and Services (LTSS)
 - definition, core competencies, measurements, research, training and implementation
- Ongoing work to strengthen systems to support **person-centered thinking**, planning, and practices based on a person's needs, preferences, goals, and desires

Stakeholder Workgroup

**Thank you
volunteers!**

- Interviews
- Share lived experience
- Meets Jan. – Sept. 2023

Member	Program(s)
Dana Norwood	AK SMP/SHIP/MIPPA
Mari DeLeon	VA SMP
Isabella Campusano	FL SMP
Darren Hotton	UT SMP/SHIP/MIPPA
Todd Johnston	CT SHIP/MIPPA
Carol Warzecha	MI SMP/SHIP/MIPPA
Ray Walker	OK SMP/SHIP/MIPPA
Cielo Kenngott	AZ SHIP/MIPPA
Jasmine Ward	WA SMP/SHIP/MIPPA

An Introduction to Person-Centered Thinking

April 27, 2023

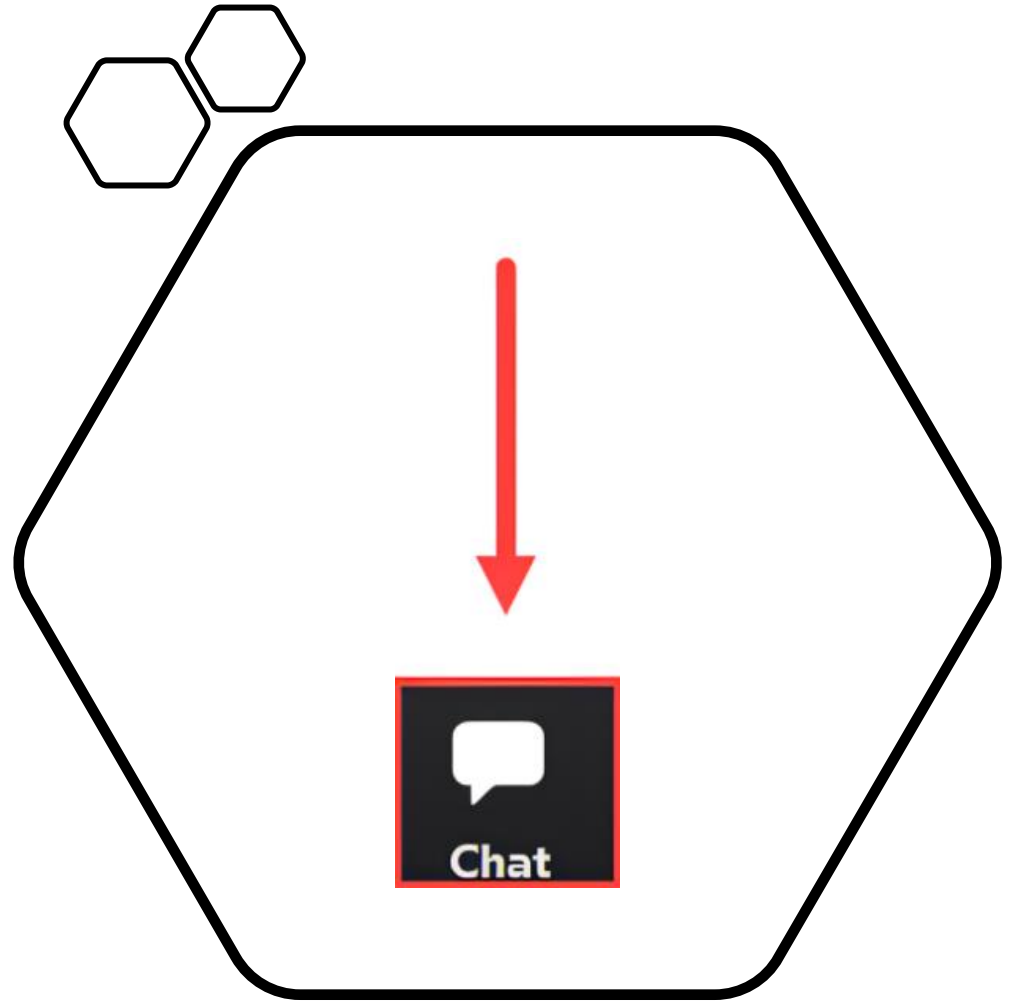


NCAPPS



Chat Activity #1

- In chat, introduce yourself: your state, agency, and role!



The Goal of NCAPPS

To promote systems change that makes person-centered principles not just an aspiration but a reality in the lives of people across the lifespan.

Funded by:

- ACL and CMS

Priorities:

- Participant and family engagement
- Cultural and linguistic humility
- Cross-system collaboration

NCAPPS=National Center on Advancing Person-Centered Practices and Systems



Today's Webinar

- **Purpose:** Introduce SMP, SHIP, and MIPPA counselors to person-centered thinking, its principles and benefits, and ways counselors can apply concepts daily, to improve client outcomes
- **Schedule:** Today is Part 1 of 2, scheduled webinars
 - Second webinar: June 1st 2:00-3:30 pm ET

The Plan for Today



Identify key person-centered practices that apply across all activities



Share real examples using broad skill sets



Capture key issues for webinar #2



Wrap-up

Perspectives of Person-Centered Thinking



Person-Centered Thinking (Training): A worldwide training curriculum consisting of discovery, everyday learning, and management skills and tools designed to help people have positive control over their lives



Person-Centered Thinking (Action): Everyday actions and behavior that shift us away from systems-centered action to person-focused, person-directed action

What *is* Person-Centered Thinking?

Historically: systems, organizations and professionals made decisions *for* people using services – reflecting a system-centered, power-over & controlling approach

Beginning in the 1970s and 80s, driven by advocates, a mindset shift to a “nothing about us without us”, that serves as the foundation for today’s person-centered approaches

What is Person-Centered Thinking? (2)



Person-centered approaches and tested models are seen in all sectors of human services now:

- Person-centered care in healthcare settings
- Person-centered practices and approaches in disability services
- Whole-person care in behavioral health
- Harm-reduction approaches in substance use services

What *is* Person-Centered Thinking? (3)

An approach that starts with the person: it focuses language, values, and actions toward **respecting the views, interests and needs of the person** and their loved ones.

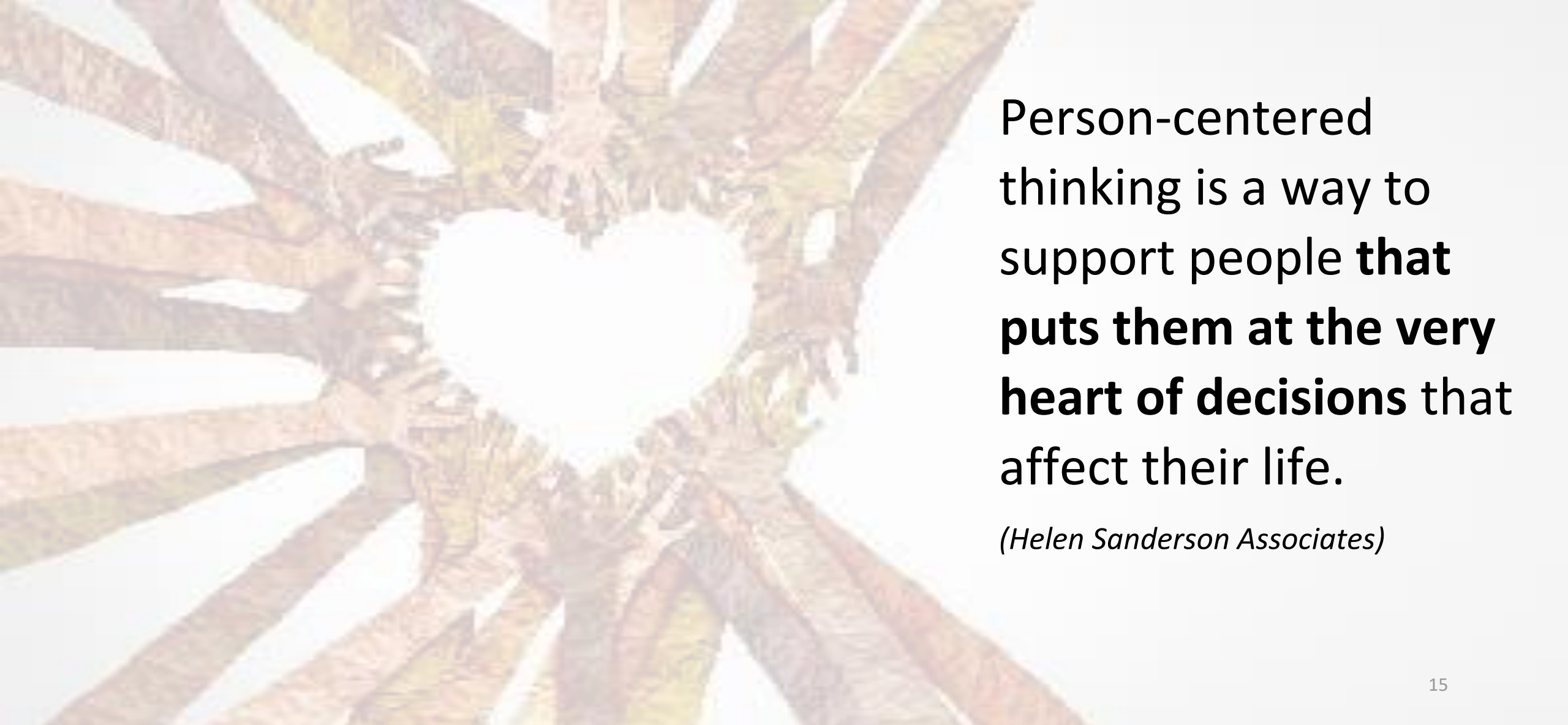
It emphasizes quality of life, well-being, and **informed choice**.

(Administration for Community Living/NCAPPS)



Credit: Alan Lytle. With permission: Richard and Connie's 50th anniversary celebration at the dementia-care home where Connie lives

What *is* Person-Centered Thinking? (4)



Person-centered thinking is a way to support people **that puts them at the very heart of decisions** that affect their life.

(Helen Sanderson Associates)

Person-Centered Thinking in Healthcare

- Puts people, patients, and care partners **at the heart of every decision to improve care.** *(Institute for Healthcare Improvement)*
- A systemized approach to delivering healthcare that **centers on the whole patient and their loved ones**, while promoting a healthy, encouraging environment for caregivers, and addressing the health needs of the organization's surrounding community. *(Planetree International)*

Cross-Sector Alignment

**Respects and honors
the views of the
person**

**Supports informed
choice AND dignity of
risk/choice**

**Puts the person at the
very heart of decisions**

**Supports balance
between what matters
to the person and
maintaining/achieving
health and safety, on
their terms**

**Creates a personal
vision for which the
person can strive**

**Creates clarity around
what the person
wants, and does not
want**

Person-Centered Approaches Are Important for Older Adults Because They...

- Support the person to actively control their life with maximum autonomy and independence
- Meet the person where they are and accommodate changing needs and preferences across the lifespan
- Provide opportunity for more culturally and linguistically responsive supports and services
- May reduce feelings of isolation by supporting relationships with loved ones and the community
- May lead to better health and life outcomes for the person

Person-Centered Thinking in Action

- Individual action
- Organizational action
- Program, policy and community-level action





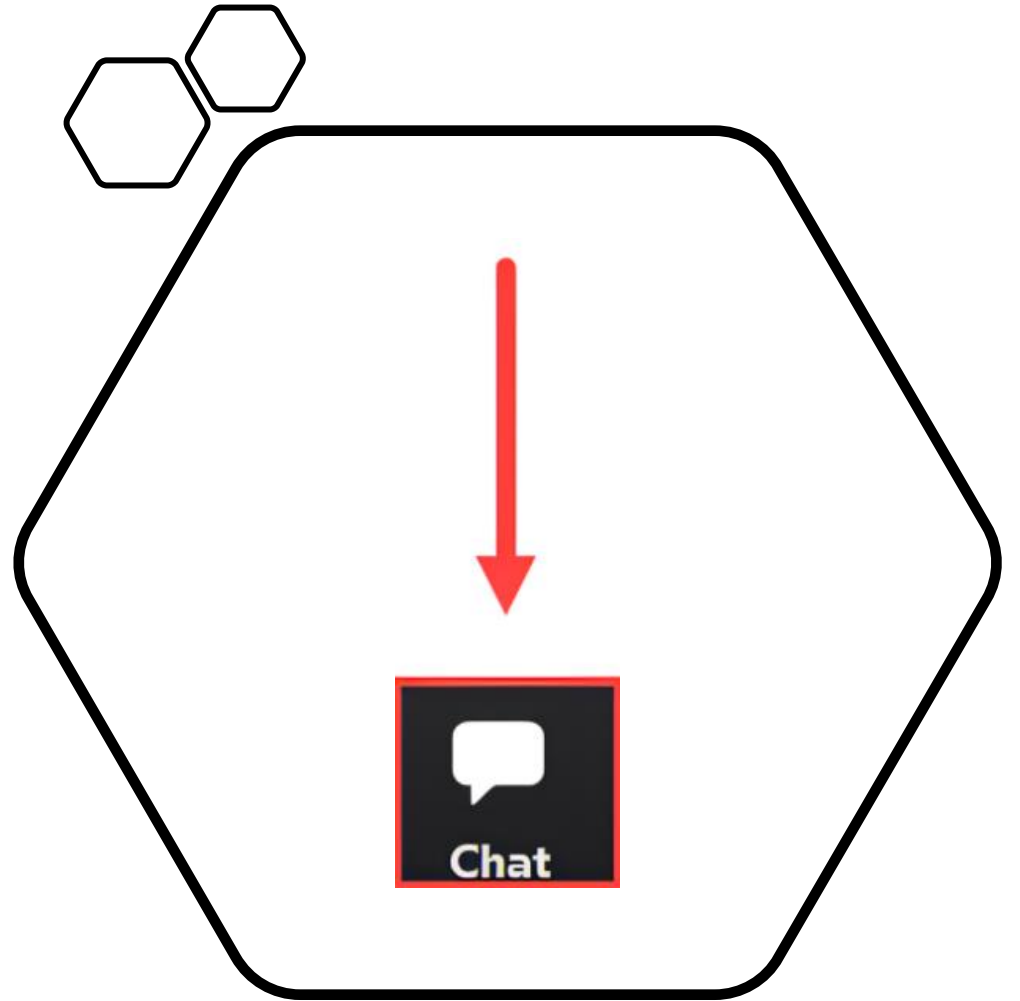
Person-Centered Thinking in Action (2)

- Individual action
- Organizational action
- Policy-level action

- Recognize each person has strengths, gifts, and assets
- Acknowledge and be responsive to culture – ask the person how their culture affects this process
- Be clear about what the person wants, compared to what others may want – the person is in charge

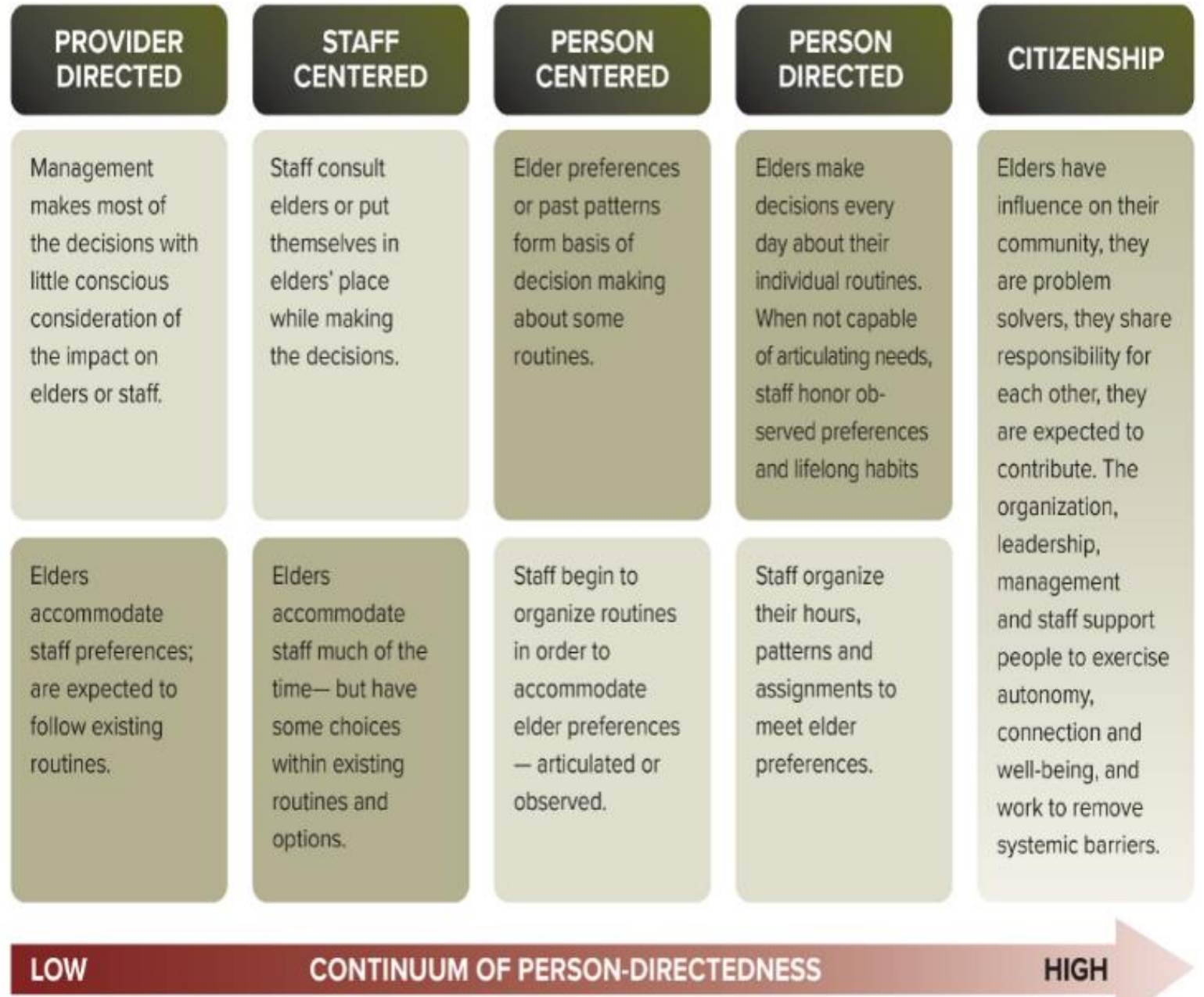
Chat Activity #2

- How does person-centered thinking as action, show up in your work?



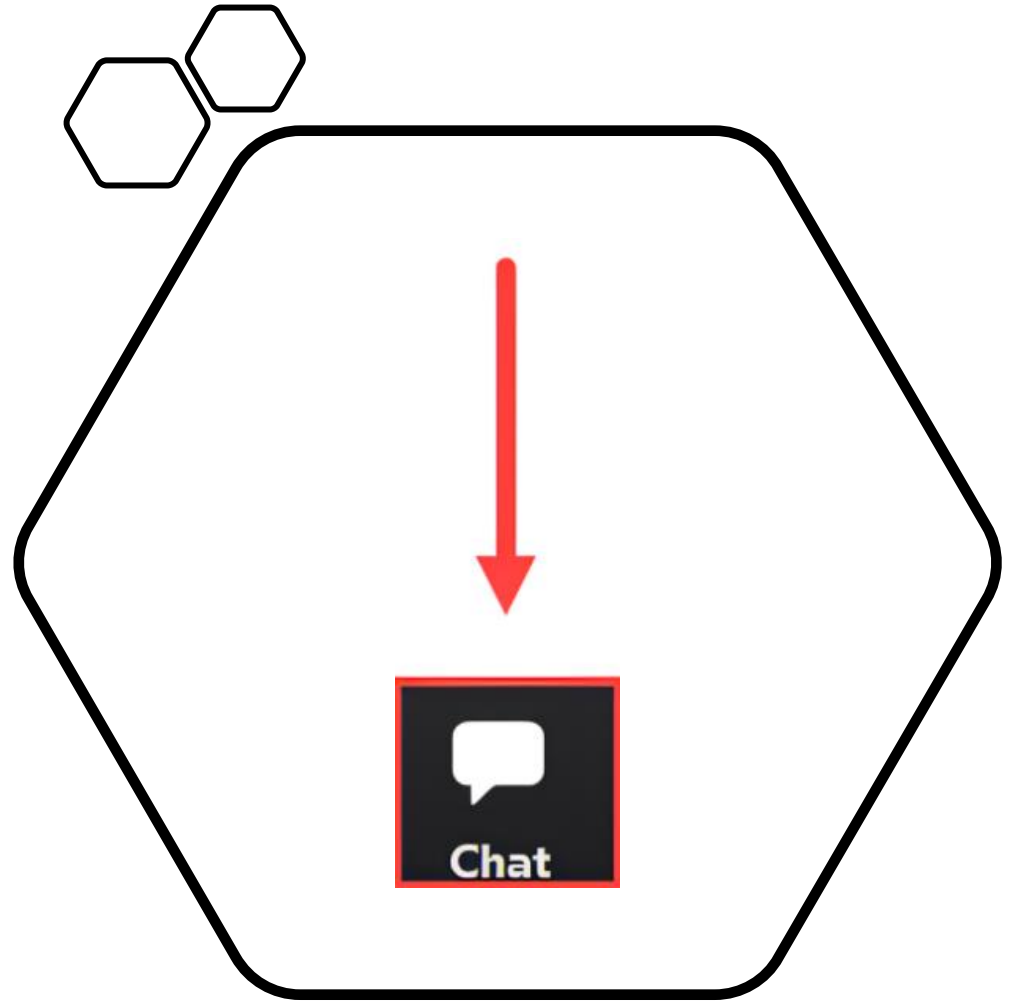
Person-Centered Thinking in Action (3)

- Individual action
- Organizational action
- Policy-level action



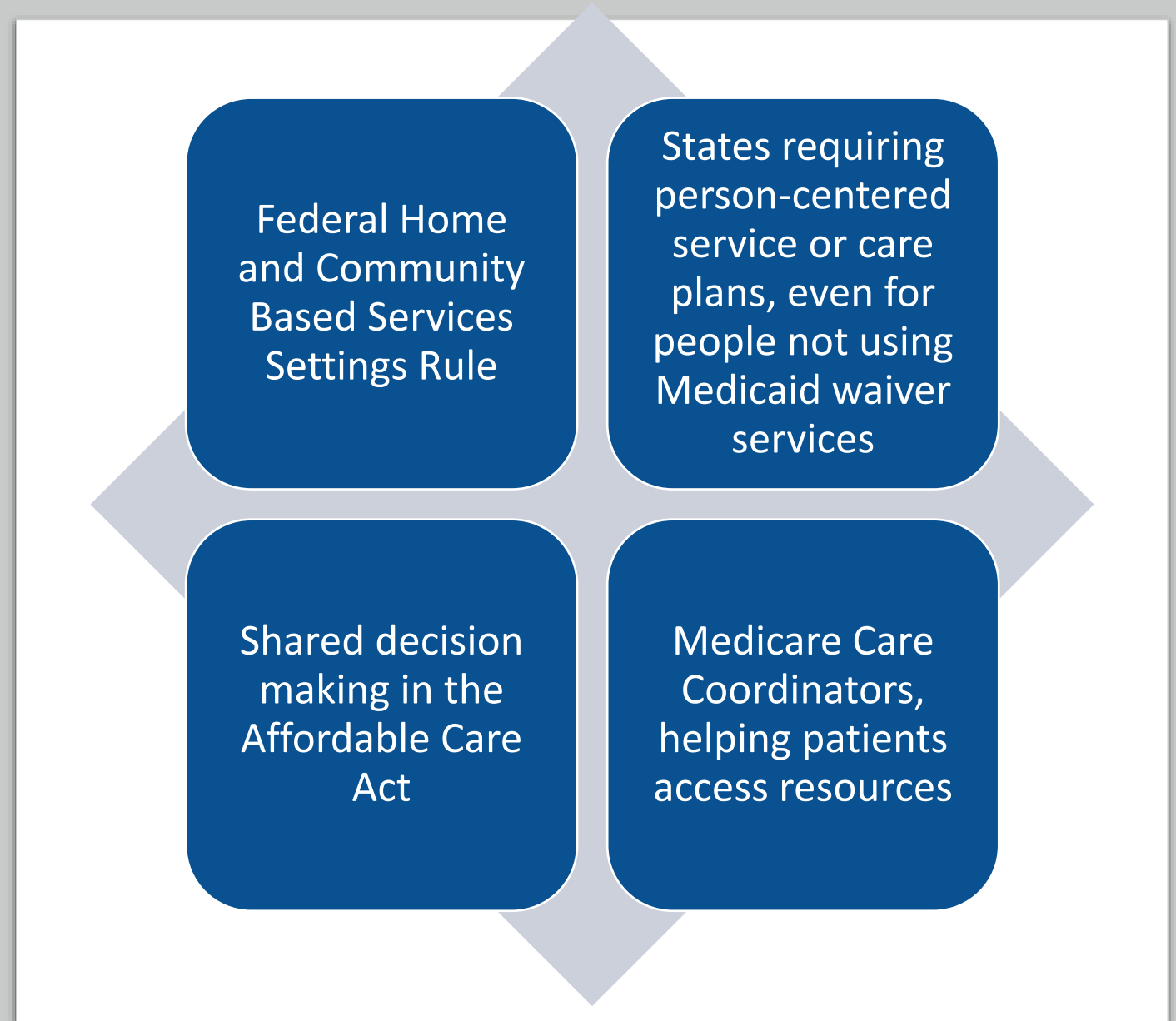
Chat Activity #3

- How does person-centered thinking as action, show up in your organization?



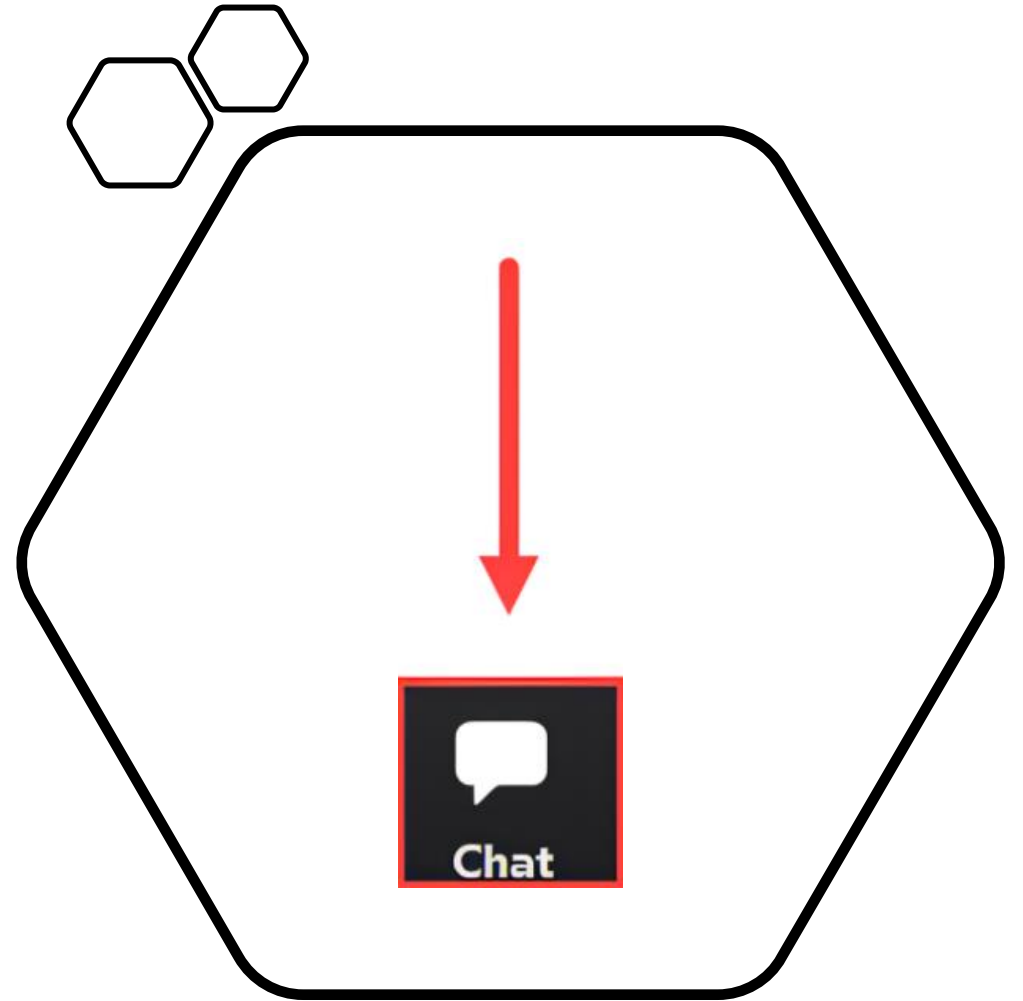
Person Centered Thinking in Action (4)

- Individual action
- Organizational action
- Program, policy and community-level action



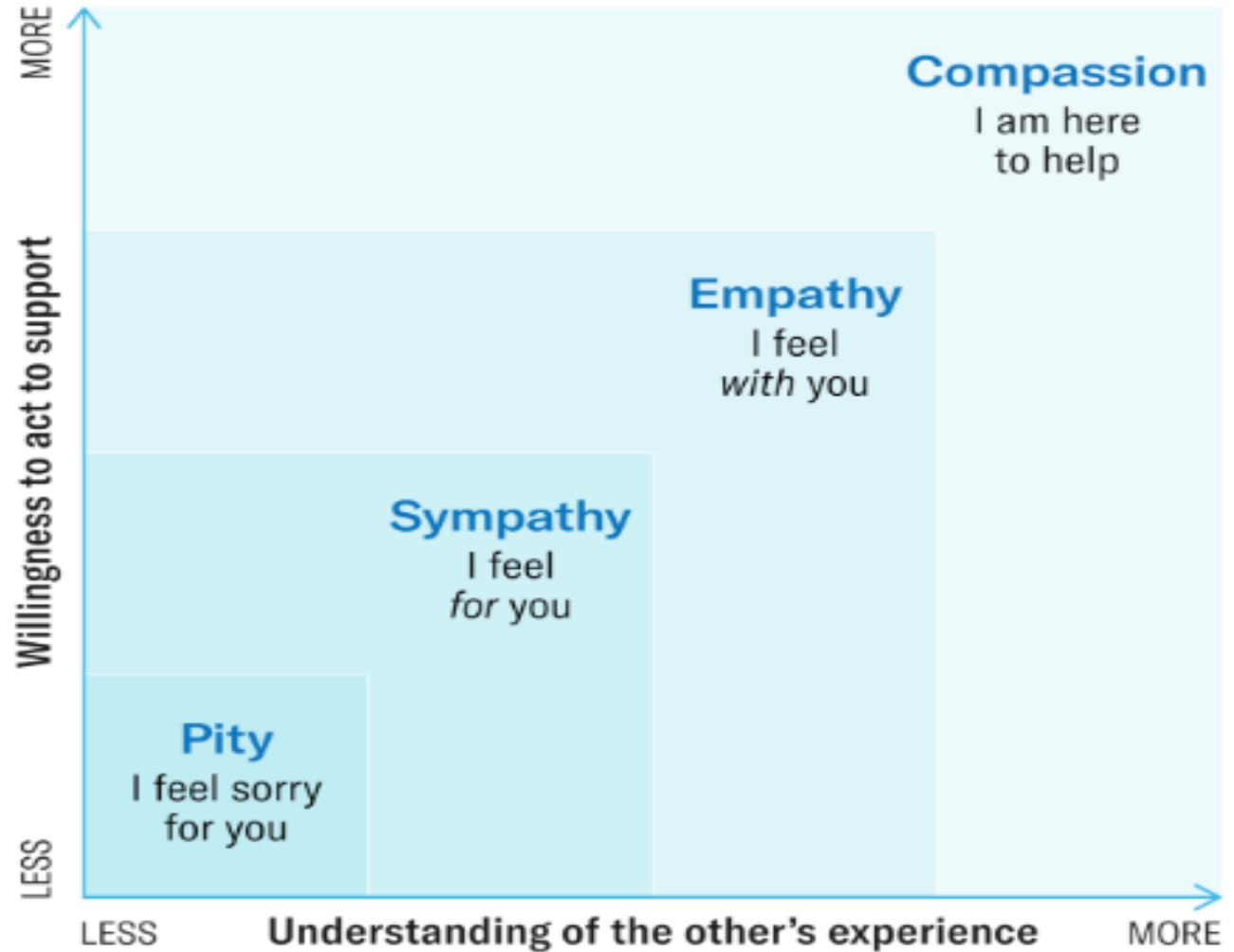
Chat Activity #4

- How does person-centered thinking as action, show up in policy you work with, and your communities?



Cross Sector Principles: Empathy, Compassion, and Sympathy

Compassion Goes Beyond Sympathy and Empathy



Engaging with Empathy & Compassion

Reflective and confirming listening – *“I want to be sure I am hearing everything you’re saying” ...“what I hear you saying is...”*, or *“is this accurate...?”*

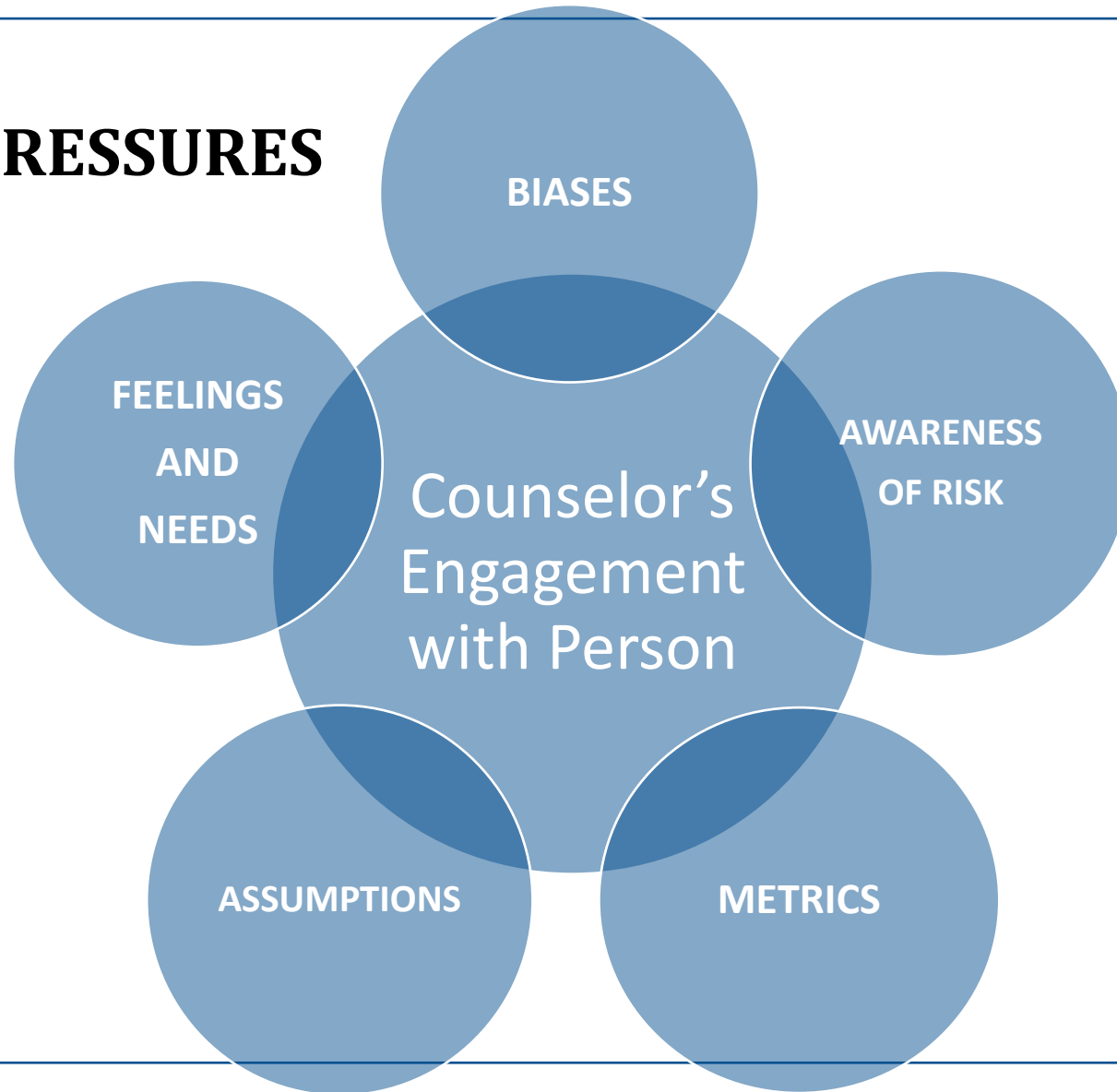


Identifying the feelings you hear – *“that sounds really tiring...”*, *“I hear the frustration you're experiencing...”*



Exploring needs – *“What do you need?”* offers space for the person to reflect, and possibly feel confident in knowing what they need, and informing you

COMPETING PRESSURES

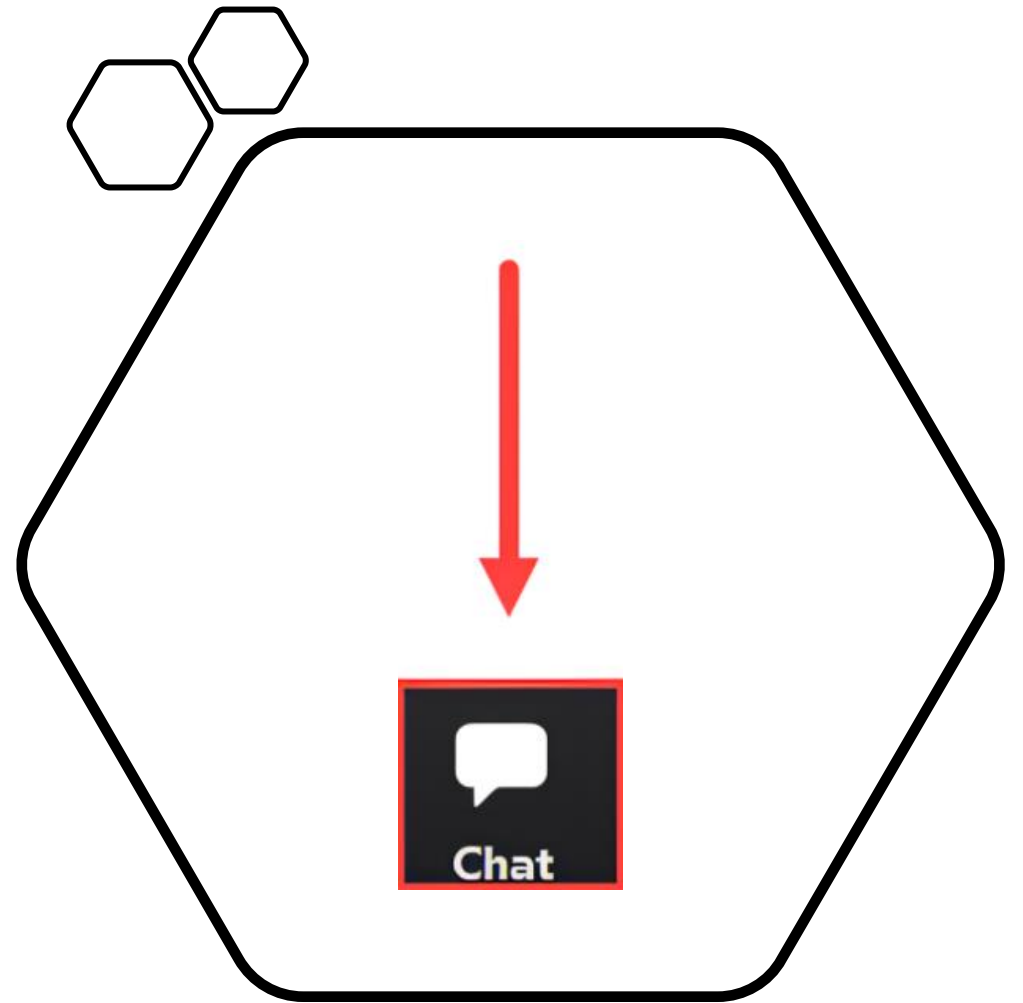




Dana's Story Part I

Chat Activity #5

- What competing pressures did you hear in Dana's story?
- What did you hear in Dana's approach that reflects a person-centered approach?

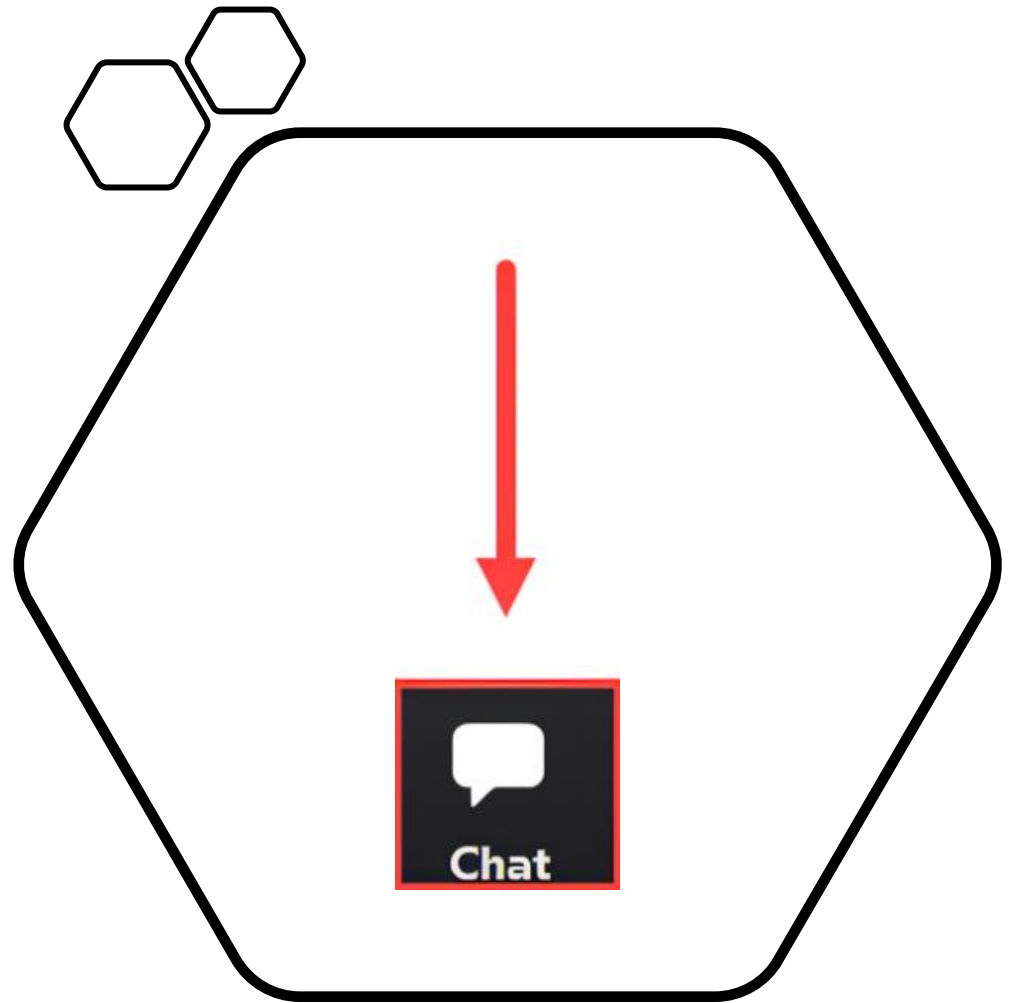




Dana's Story Part II

Chat Activity #6

- What principles did you see Dana reflect?
- What else would you recommend to a counselor in a similar position?



Stages of Readiness



- **Not ready** (may be denial, overwhelmed)
- **Thinking about it** – planning to do something in next 6 months, or so
- **I have a plan** – let's get started
- **Action!** Adjusting the plan as needed.
- **Maintenance** – follow through
- **I did it!**



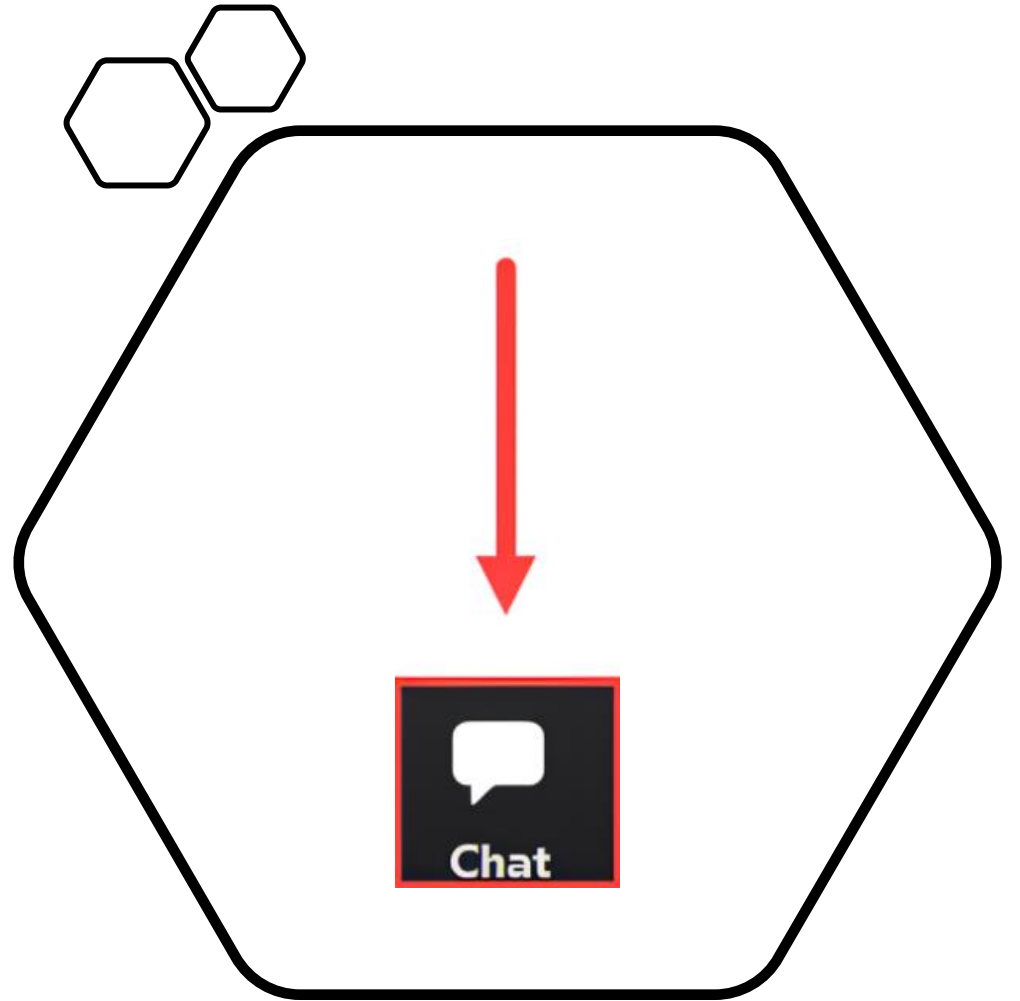
Todd's Story

Highlights

- 84-year-old, newly widowed woman seeking information about available Medicare and Medigap benefits
- Her income recently changed; she no longer qualifies for QMB
- It seems she is confused about why her prior coverage, and what she qualifies for now differ – and she appears to question the accuracy of the counselor's information

Chat Activity #7

- What principles and values stand out in Todd's story?
- What else would you recommend to a counselor in a similar position?



Culture



“

The learned and shared knowledge that specific groups use to generate their behavior and interpret the world.



NCAPPS
SHORTS

**CULTURE AND
PERSON-CENTERED
PRACTICES**



PATSY STARKE

Patsy's Purpose



Spotlight: Patsy Starke

“Person-centered care to me is trying to hear the other person’s story and not make assumptions about that person...to quiet my judgmental mind and to really listen hard, it’s difficult to do. But it’s vital to be able to be allowed into a person’s life. To provide care, you have to develop a relationship.”

-Patsy Starke

<https://youtu.be/tz5QRHn67qQ>

Patsy Starke is a transgender woman and a registered nurse. Her life's story and her experience have led her to love her community and advocate for any marginalized persons and communities as this story continues.

Patsy's Story



Cultural Considerations



- We are each *a culture of one*
- Many dimensions of diversity
- We interpret the world through our own cultural lens
- Culture influences perceptions, practices, and beliefs
- Your cultural lens influences how you carry out your job responsibilities

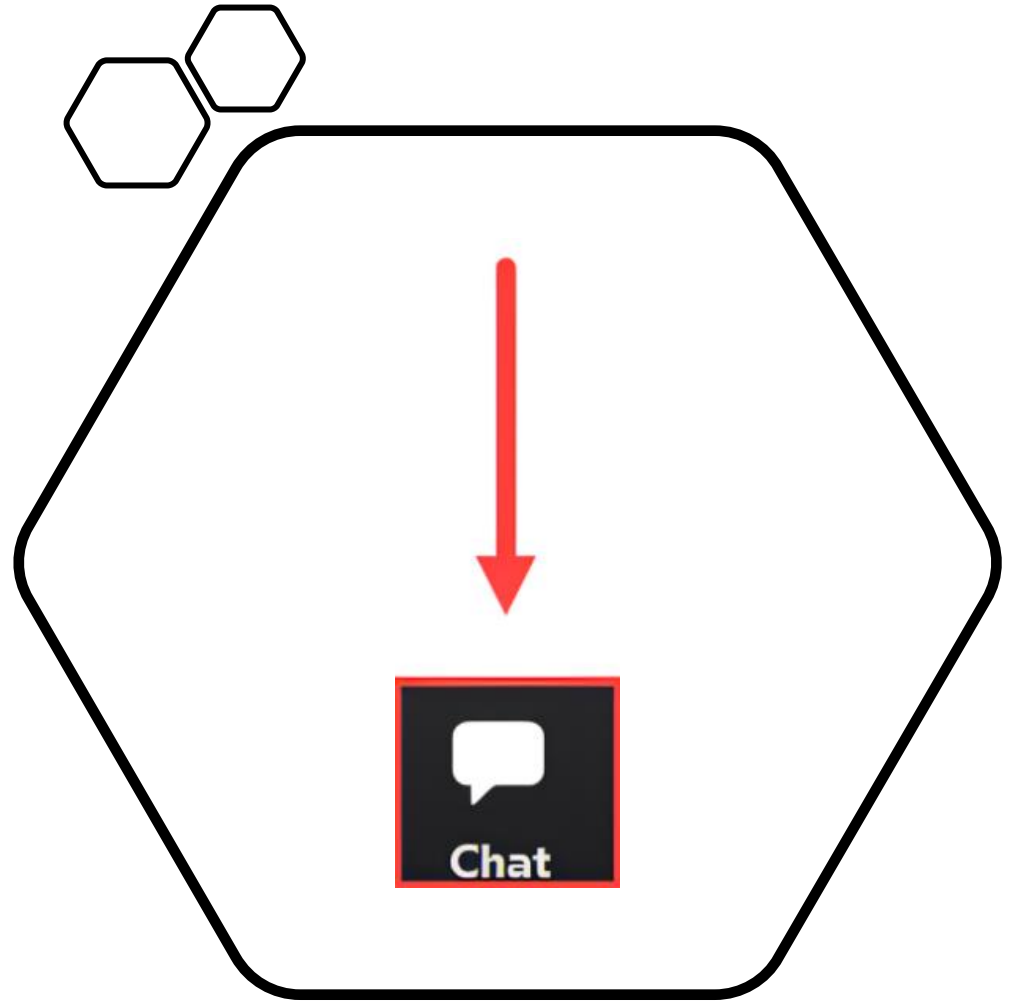
Culture in Our Work

- Language
- Family and caregiver hierarchy
- Engagement
- Trust and boundaries
- Expectations of others



Chat Activity #8

- What are some other ways culture shows up in your work, or influences it?





Top Tips We Have Learned

- Observe and be responsive to the person's pace of engagement
- Humility -- am I the right counselor for this person?
- Acknowledge and honor the role of culture
- Recognize your own personal assumptions



Contact Us

If you have further questions, please reach out to ncapps@hsri.org



Today's Webinar Resources in the Libraries

SMPs

- Step 1: Login at www.smpresource.org (click the blue SMP Login padlock).
- Step 2: Search for keyword “person-centered”.

 SMP Login

SHIPs

- Step 1: Login at www.shiphelp.org (click the orange SHIP Login padlock).
- Step 2: Go to the Resource Library.
- Step 3: Search for keyword “person-centered”.

 SHIP Login

MIPPA grantees: Resources will be emailed to NCOA's MIPPA listserv.



Questions?