

Person-Centered Training for Organizations, Providers and Members

An initiative by:

CO-HCPEF, SDA, CQL, and Alliance

Welcome

- This effort is in response to a request from, and funded by, the Colorado Department of Health Care Policy and Financing

A partnership between

- Alliance
- CQL (Council on Quality and Leadership)
- SDA (Support Development Associates)

Using materials from The Learning
Community for Person Centered Practices



Some Background

- The HCBS Setting Rule
- Person Centered Planning
- The Role of Person Centered Thinking





HCBS Settings Rule

An Opportunity to Advance Integrated Community Living





This is the most important change to Medicaid waivers since they were created in 1980.

This is an opportunity to fully realize the promise of Olmstead and the ADA.



Four Main Ideas and the Foundation of Each

1. It is about what matters to the person – *opportunities and experiences; what's important to the person.*
2. Meaningful Days
3. Managing risk and acting on learning– when modifications must be made to the plan.
4. Goals reflect the desired outcomes that the person has related to specific areas of life.

Main Idea 1: It is about what matters to the person – *opportunities and experiences*.

- The home and community-based setting requirements establish an outcome oriented definition that focuses on the ***nature and quality of individuals' experiences***
- The requirements maximize ***opportunities*** for individuals to have access to the benefits of community living and the ***opportunity*** to receive services in the most integrated setting

It is not about bricks and mortar: It IS about ***what is important to the person***

It's about the **QUALITIES** of the setting

- Is the setting integrated in, and does it support access to, the greater community?
- Does the setting provide opportunities to seek employment and work in competitive integrated settings, engage in community life, and control personal resources?
- Does it ensure that the individual receives services in the community **to the same degree of access as individuals not receiving** Medicaid home and community-based services?

The Opportunity requires informed choice

- Informed choice about –
 - Who supports you (which organization)
 - Where you live
 - Who you live with
 - What you do with their time
 - What you do with their resources
 - How supports and services are provided for you

Person Centered Planning: one way to describe it



... is grounded in demonstrating respect for the dignity of all involved...seek to discover, understand and clearly describe the unique characteristics of the person, so that the person:

- Has positive control over the life he/she desires and finds satisfying;
- Is recognized and valued for their contributions to their communities (past, current and potential); and
- Is supported in a web of relationships, both natural and paid, within the desired community/neighborhood

The Skill Challenge



- Developing good plans requires a set of skills (person centered planning skills)
- Implementing those plans requires many of the same skills (person centered thinking skills)

The Initiative in Colorado



COLORADO

**Department of Health Care
Policy & Financing**

The Trainings and Sessions

- An Introduction to Person Centered Thinking (1 day; overview)
- Person Centered Thinking (2 days application and guided practice)
- Support Coordinators Partnering to Develop Outcomes (1 day)
- Families Developing 1-page Descriptions
- Learning About People Using the Personal Outcome Measures
- Using Personal Outcome Measures to Learn From People who Communicate Differently

Introduction to Person Centered Thinking



- Learn how Important To and Important For are used to represent balance in someone's life.
- Learn about the CMS Final Rule and how it impacts services and supports
- Learn about the boundaries of choice in the context of discovering what is important to someone
- Learn about the variety that exists in 1 Page Person Centered Profiles and how they are used in supporting people.

Person Centered Thinking

- Learn to distinguish between Important To and Important For when discovering what represents balance in someone's life.
- Learn how to have conversations that get the most helpful information.
- Learn the difference between supporting and fixing.
- Learn how to develop a 1-page Person Centered Profile

Support Coordinators Partnering to Develop Outcomes



- Learn how to use Important To and Important For to write plans that represent balance.
- Learn about the CMS Final Rule and how it impacts services and supports
- Learn how to write outcomes that are in compliance with the Final Rule and honor what is important to the person
- Learn about the boundaries of choice and how to write plans that address risk respectfully
- Learn about using 1 Page Person Centered Profiles to fortify planning with people.

Families Developing 1-page Descriptions



- Use person centered thinking skills to gain a deeper understanding of your family member... someone you love, care about, and support.
- Learn the **Core Concept: Important To/Important For and Finding the Balance**
- Learn how to gather information using a variety of “Discovery Skills”
- Learn how to organize and use that information to share with others by creating a **One-Page Description** and **Communication Chart**

Learning About People Using the Personal Outcome Measures

- Learn about how Personal Outcome Measures® can be used to gather information from the person and people who know the person well.
- Identify the person's focus for person centered planning.
- Develop a draft person centered plan using information gathered during the Personal Outcome Measures® conversation.

Using the Personal Outcome Measures® to Learn From People Who Communicate Differently



- Improve listening skills, confirm discovery, practice skills and communicate more effectively with people who communicate differently.
- Gain experience in understanding non-verbal communication.
- Demonstrate how to confirm what they have learned
- Identify strategies for gathering information from a person who communicates differently.

A Request: BYOB



Bring Your Own
Binder 

How to get signed up and how to host a training...



- For hosting, contact:
 - Ellen Jensby ejensby@alliancecolorado.org
 - Locations should accommodate 40-50 attendees
- Registration page under construction!
- Until then, visit <http://www.alliancecolorado.org/#!person-centered-thinking/cvce> for updates.

For Further Information

- Support Development Associates
 - Tanya Richmond: tanya@sdaus.com
 - Bob Sattler: bob@sdaus.com
- Alliance
 - Kylie Kampbell: kkampbell@alliancecolorado.org
 - Ellen Jensby: ejensby@alliancecolorado.org