

**Understanding a Person-Centred
Approach to Care:
No-brainer or Game Changer?**

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Learning Objectives

1. To deepen our understanding of what a “person-centred approach” to supporting people really means.
2. To become familiar with the known benefits of a person centred approach and where research is still needed.
3. To understand the key relationship between organizational “culture change” and effectively delivering a person centred model of care.
4. To consider why a person centred approach is particularly relevant in long term care/nursing homes.
5. To hear about some examples of how the Alzheimer Society is supporting a person centred approach.



Take home messages:

- Person centred care recognizes each individual as a unique, whole person.
- LTC homes have been built as “mini hospitals”. It is time to move away from a task-focused to a person centred approach.
- Evidence is mounting; there are benefits for everyone from a person centred approach.
- The Alzheimer Society has developed several initiatives to help YOU become more person centred in your approach.



If you were going to try to describe what Person Centred Care is to someone, what would you say?

Person centred care is about.....?????



What is a person centred approach or philosophy?

- recognizes that individuals have **unique values**, personal history and personality
- each person has an equal right to **dignity, respect**, and to participate fully in their environment
- the ultimate goal of a person-centred approach is to create **partnerships** among staff, individuals and their families to enhance **quality of life** and quality of care
- services and supports are designed and delivered in a way that is **integrated, collaborative**, and mutually **respectful** of all persons involved.



“Mattering....

is feeling deep inside that to someone, or something...you really count. Mattering is about knowing that just being who you are really matters. Mattering is having evidence you can see, hear and feel that you make a difference and are needed.”

David Sheard



Let's Get Started:

**Reflecting on and sharing
what makes YOU
who you are**



What was that like?



How to support what is often “the worst day of their lives.”

<https://vimeo.com/112204812>

Source: <http://brainxchange.ca/Public/Events/Archived-Events/2014/How-to-support-what-is-often-the-worst-day-of-the.aspx>



So why now?

Is this maybe a “flavour of the month”
that if I wait long enough will pass?



Soci t  Alzheimer Society



Image courtesy of photostock at FreeDigitalPhotos.net

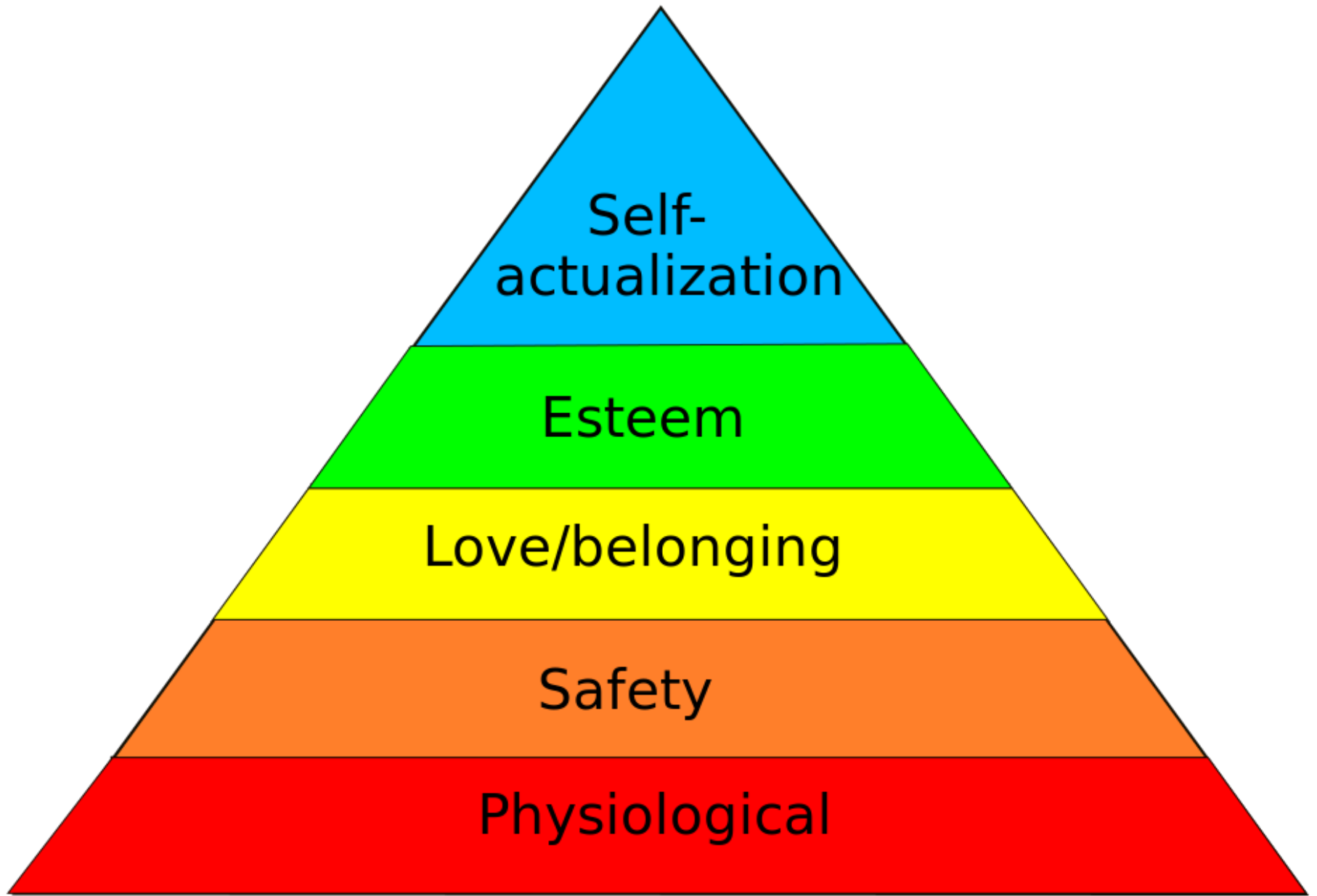


**Haven't we always been
person centred?**



Société Alzheimer Society





Maslow's hierarchy of needs.

You still haven't convinced me...

Why should I care about a person centred approach to care

- As a person
- As a health care provider?



“I agree with what person centred care is all about but I have my doubts it can be put into practice in the “real world”.

“I want to become/am a champion of person centred care but I don't know how to “make the case”. When people say it is expensive and takes too much time... **I don't know how to respond**”

Benefits of a person centred approach for persons with dementia

- Increased well being & reduced agitation
- Fewer symptoms of depression
- Lower rates of boredom
- Significantly reduced resistance to care especially during bathing
- Decreased behavioural symptoms and psychotropic medication use



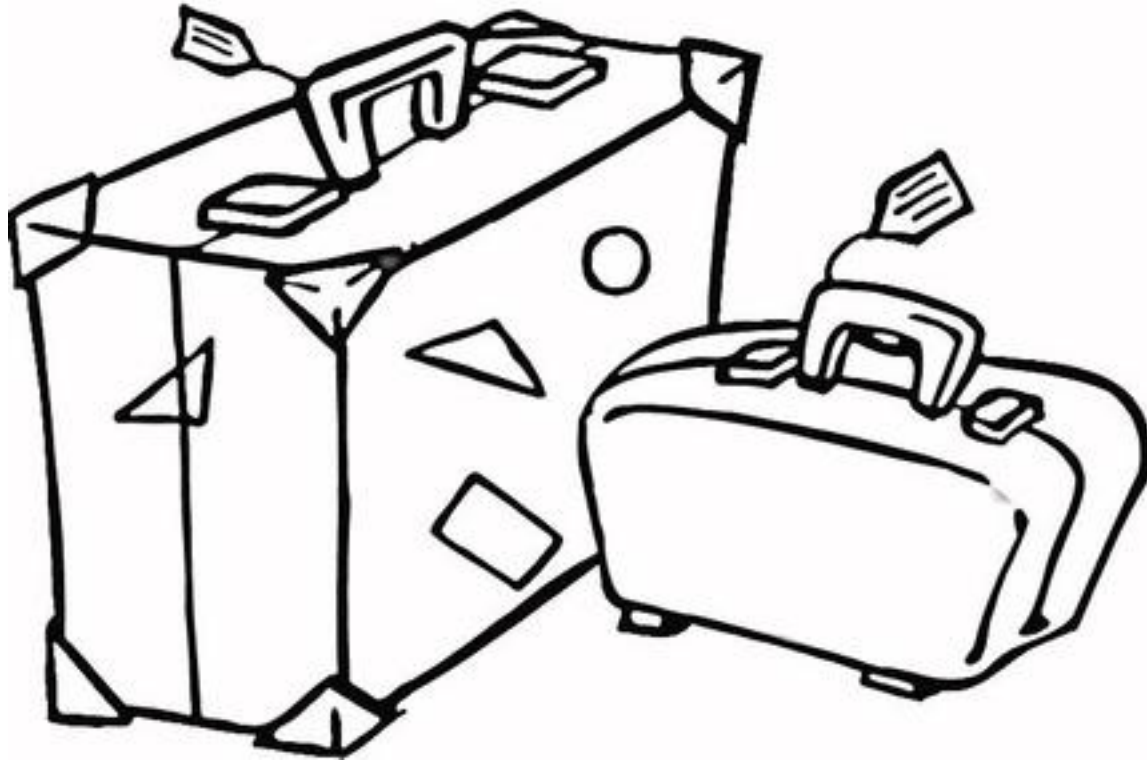
For staff

Person centred care leads to decreased job stress and strain

- ↑ increased personal and professional satisfaction and fewer symptoms of burn out



Culture Change



Culture Change is...

- an on-going and evolving process.
- the critical examination of the language, values, assumptions, attitudes, practices, approaches, and policies embedded within an organisation.
- a movement from the medical/institutional model of care to a relational/social model of living.
- the development and implementation of a comprehensive set of fundamental reforms in order “to create caring communities where both empowered front-line staff and [Elders and families] can flourish” (Rahman & Schnelle, 2008, pp.142-143)



Culture Change is not...

- An end product or outcome.
- Solely a quality improvement initiative.
- A specific program or model of care that is implemented.
- A one-size fits all approach.
- A top-down mandate imposed by others.
- Easy.



At the end of the day...

Culture Change is about how we

F.I.B.



So how does Person Centred Care support residents in LTC?

Unmet needs + communication challenges →

RESPONSIVE BEHAVIOURS



The better we know the person
(the **whole** person), the less
likely that undesired behaviours
are going to occur.



People living in LTC are no different

- Bathing
- Mealtimes
- Care
- Waiting for the elevator
- Participating in group leisure activities
-and the list goes on



Imagine that you believe you are 21 years old and that you live with your partner and 8 month old baby...



There are compelling reasons to implement a person centred care approach in LTC homes.



Dementia and Long Term Care in Canada

57% of seniors living in a residential care home have a diagnosis of Alzheimer's disease and/or other dementia¹, and **70%** of all individuals diagnosed with dementia will die in a nursing home².

- ¹Canadian Institute for Health Information, Caring for Seniors with Alzheimer's Disease and Other Forms of Dementia, August 2010.
- ²Mitchell S, Teno J, Miller S, Mor V: A national study of the location of death for older persons with dementia. JAGS 2005, 53:299-305



In Saskatchewan

By 2038, the excess demand for long-term care (LTC) required by people with dementia will increase more than 11 times the current demand (according to 2008 values).



What is the Alzheimer Society doing to promote a person centred approach?



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Alive Inside

<https://www.youtube.com/watch?v=NKDXuCE7LeQ>

Questions?

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THANK YOU!

