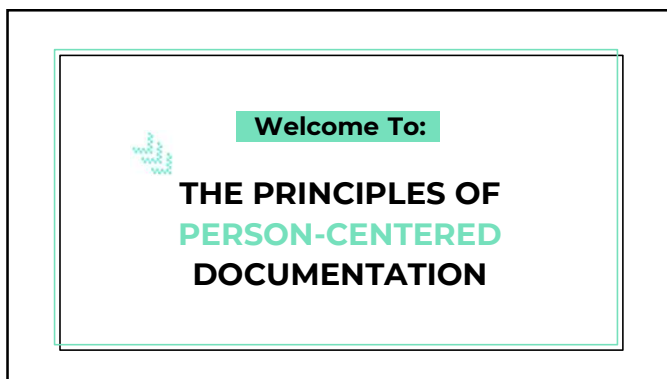




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3

The Documentation Dilemma



There is NO standard of documentation for direct caregivers in all Home and Community Settings



The previous methodology behind documentation created a feast or famine mentality for providers.

4

The Documentation Dilemma

- The Introduction of Person Centered Thinking

- *You should take the course*

- Put into Federal HCBS Statutes in 2014

<https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-C/part-441/subpart-M/section-441.725>

- <https://icdd.idaho.gov/person-centered-planning/>

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The Documentation Dilemma

- Person-Centered Thinking changes how we deliver best practice care.
- We stop emphasizing on symptoms, disabilities, and behaviors, but rather focus on what's important **to** a person and what is important **for** their Health and Safety.
- How do we show the effectiveness of person centered planning?
- How can we reinforce the effectiveness of our person-centered care?

Good documentation is not just about showing the challenges you face, but creating a roadmap to navigate through them.

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The Documentation Dilemma

The Challenge of Person-Centered Planning

- »» How do we show the effectiveness of person centered planning?
- »» How can we reinforce the success of our person-centered care?

"Good documentation is not just about showing where you have been, but showing the supports you need to go further."



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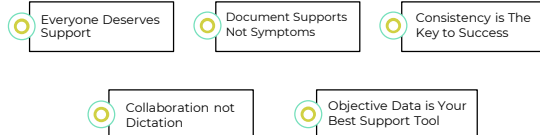


What you will learn today

- The Principles of Person-Centered Documentation
- The Elements of Person-Centered Documentation
- How to Implement PCD into your life now.

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Principles of Person Centered Documentation



All PCD principles comply and complement person-centered planning

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Principle #1:

Everyone Deserves Support

- ❖ No Man is an Island
- ❖ Everyone gives and receives support everyday
- ❖ Support is either naturally occurring or paid for



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Principle #2:

Document Support Not Symptoms

- ❖ How are you supporting them achieve their goals?
- ❖ What is important **TO** them to meet their goals in life?
- ❖ What support is important **FOR** them to receive in order to live successfully?

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Principle #3:

Consistency is the Key to Success

- ❖ Practice Makes Perfect
- ❖ Practice makes it work. Practicing consistently makes it stick.
- ❖ Everyone has predictable behavior patterns waiting to be discovered



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Principle #4:

Collaboration Not Dictation

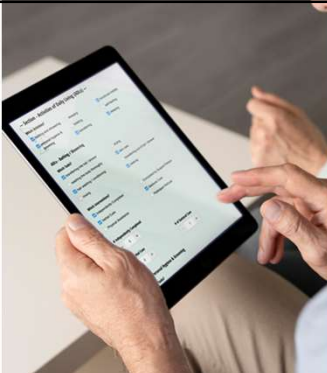
- ♦ Objective documentation removes 'The One' mentality from support delivered and encourages team cooperation
- ♦ Documentation is showing your work, not their problems
- ♦ Makes someone an ally in their own care

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Principle #5:

Objective Your Data is Your Best Support Tool

- ♦ Data gives you a **reliable and objective perspective** despite external influences
- ♦ First hand, long term care data, empowers every part of your circle of support
- ♦ Accurate, individualized data is the best foundation for developing effective care manuals and training programs
- ♦ Support data provides objective feedback on your efforts to deliver quality care



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So Why Bother Documenting?

"If you didn't write it down, it didn't happen, and you can't get paid for it."

"If nobody understands your need, you can't get support for it."



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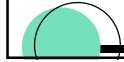
Person Centered Support for Caregivers: Perspective Matters!

"What gets measured gets managed."

ARE you managing what's going wrong in your care and going from crisis to crisis?

OR

Are you managing the supports necessary to make people successful.



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Elements of Person Centered Documentation



1. Duration
2. Frequency
3. Intensity (And it's 6 Components)
 - a. Independent
 - b. Gesture
 - c. Verbal
 - d. Physical Assistance
 - e. Support Completed
 - f. Refusals
4. Putting it all together

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Elements of PCD: Documentation through DFI

Element #1: Duration

How long a supported activity lasts?



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Elements of PCD: Documentation through DFI



Element #2: Frequency

How often supports are required during an activity or event.

Inaccurate frequency documentation underrepresents support needs and erodes assessed supports.

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Elements of PCD: Documentation through DFI

Element #3: Intensity

How much effort was required to provide the necessary supports.



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Elements of PCD: Documentation through DFI

Put intervention level chart here.



Intervention Tiers by Intensity

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Elements of PCD: Documentation through DFI

Component 1:

Observed Independence

- ❖ Ask First!
- ❖ Trust but Verify capabilities
- ❖ Ensure the care recipient gets credit for their efforts



We can't achieve positive reinforcement without acknowledging successful independent activities.

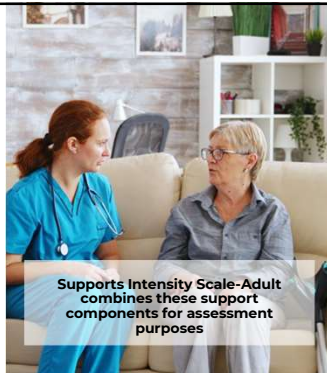
22

Elements of PCD: Documentation through DFI

Component 2-3:

Gesture and Verbal Cues

- ❖ Gesture Cues are any movement that direct a person's attention to a task
- ❖ Verbal Cues are asking or directing a person in a task



Supports Intensity Scale-Adult combines these support components for assessment purposes

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Elements of PCD: Documentation through DFI

Component 4:

Physical Assistance

- ❖ Anytime you are **physically interacting** with the care recipient in pursuit of a goal or activity.



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Elements of PCD: Documentation through DFI

Component 5:

Completed by Support

- ❖ Completing a necessary care task without the involvement of your care recipient for Health and Safety Purposes
- ❖ Regardless of their ability to participate



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Elements of PCD: Documentation through DFI

Component 6:

Refusal

- ❖ Acknowledging the agency of the care recipient in the delivery of their care.
- ❖ Everyone has the Right to refuse, however Health and Safety must be maintained.



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Ways to Apply Person-Centered Documentation

- 1 Keep it in your head (DO NOT DO THIS)
- 2 Document on Paper (Keeping it Simple, but accurate)
 - Something is better than nothing
- 3 Digital Document Management - You can DIY or Find Custom Tools

When practicing consistent documentation remember:

"The longer you take to document the less you remember"

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Putting it all together: How to document supports

- ❖ Let everyone know they have a free file going out to them (confirm with Darra how we will be able to deliver those assets by email after the event.)
- ❖ Explain what you are going to show them
- ❖ Screenshare to paper DoDad
- ❖ Have a day of care already outlined. Walk them through a few examples.
- ❖ Explain how you have seen people successfully self advocate for increased support by filling out these simple daily sheets. (make it feel approachable.)

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A Person-Centered Future: What you can accomplish?

- 1 You will see the **accurate amount** of work you contribute every day.
 - Yes: You are definitely underestimating everything you do for your care recipient 😊
- 2 Your care recipient can become an ally in your care efforts
- 3 You can engage providers with actionable intelligence on the support needs of your care recipient.
- 4 You can use your documentation to create a cohesive team and training environment so everyone can be on the same page.
- 5 Consistent organization systems are attractive to quality care givers
 - Who doesn't want to feel supported in their work?

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Building your own standards

Ephemeral Standards: The bars in music composition are the difference between the language of music and an inkblot test.



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The Story of your presentation

Where am I moving the audience from?

Confused, frustrated and anxious because there is no standard of documentation for direct care workers. They know documentation needs are changing and are worried about the implications. They see the lack of progress with their care recipient and feel like there has to be a way to do better.

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The Story of your presentation

The Journey

What is their transformation going to be.

Feel like they understand person centered doc principles. Excited about what documentation can do to improve their care outcomes.

Supported that they have a place to go when they have more questions later.

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The Story of your presentation

Organization

How do I arrange all the information to support that transformation?

1. *The Stakes: What's wrong with how we have incorporated documentation in the past, and how has it harmed us and our care recipients.*
2. *The Plan: How PCD gives us a system we can rely on to capture information vital to the*
3. *The Payoff: How incorporating PCD into your care routine*
