

Resident Dignity

and Person Directed Care



Today's Objectives

- As a result of this session, the learners will be able to:
- Identify at least 5 benefits of Person-Centered Care
- Identify 5 regulatory changes that promote and encourage self-directed care
- Describe 5 characteristics or examples of "paternalism".
- Identify strategies used to handle unsafe decision making

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History and Movement Toward Person-Centered Care



Meet Mr. McNally ...



Resident Rights & Dignity

- Elders/Residents are entitled to the same rights as every citizen of the United States. This includes a respected and dignified existence in the nursing home.
- The Regulations support and require the honoring of personal choice, preferences, Resident/Elder's active participation in their care, the right to refuse treatment and person directed care.
- Here is the link <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/GuidanceforLawsAndRegulations/Downloads/Appendix-PP-State-Operations-Manual>

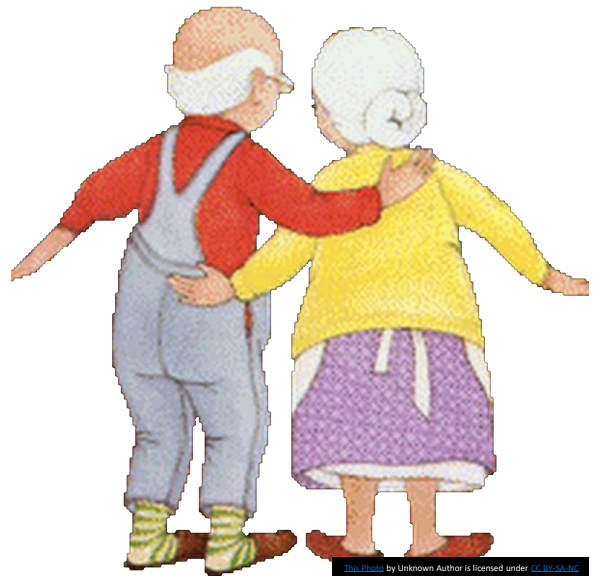
Appendix PP

483.10 Resident Rights

- F-tag 550-586
- There are 35 F tags that focus on the rights of our elders/resident.
 - F-550 Resident Rights
 - F-553 Rights to participate in Planning Care
 - F 563 Right to receive visitors of their choosing

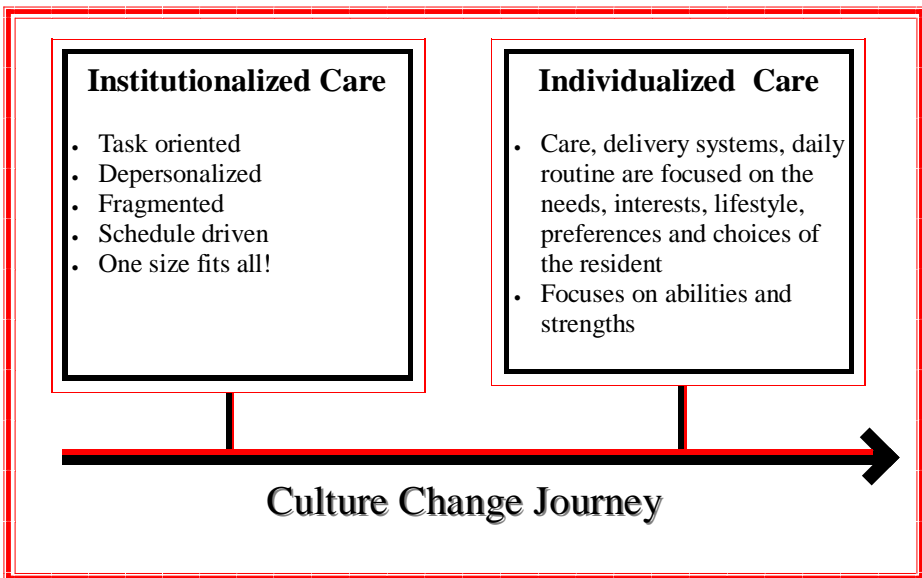
Resident Rights –

- Q: How do we ensure that each elder/resident is treated with dignity and respect?
- Q: What actions promote this right?
- How can we accomplish each day?
- Can we do better?



Right to receive visitors of their choosing

- We must provide immediate access to a resident by immediate family and other relatives of the resident, subject to the resident's right to deny or withdraw consent at any time;
- We must provide reasonable access to a resident by any entity or individual that provides health, social, legal, or other services to the resident.
- We must have written policies and procedures regarding the visitation rights of residents.



What Examples Have You Seen?



WHAT IS PATERNALISM?

- Paternalism is defined as an action performed with the intent of promoting good but occurring against the other's will or without the other's consent or engagement.
- In healthcare, it can be acts of authority by a medical professional in directing care.
- Q:How does this effect the Resident/Elder's living in long term care?
- Q: What are some examples of paternalism we see daily?

Paternalism has been imbedded in our healthcare cultures for a long, long time.

- Q: How does this relate to Person- Directed Care?
- Dignity and respect are the very foundation for ensuring the physical, mental and emotional wellbeing for all Resident/Elder's.
- The most effective venue for respect and dignity is Person Directed Care!

Respect & Dignity

- Dignity and respect is more than just:
 - Knocking on the door before entering the room
 - Providing the necessary daily hygiene
 - Timely toileting needs
- These are basic needs
- What is dignity?
- What is respect?

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Dignity & Respect

- Merriam-Webster defines dignity as “the quality or state of being worthy, honored, or esteemed.”
- AND
- Merriam-Webster defines respect “to consider worthy of high regard”
- Q: How do Dignity and Respect help encourage person centered/directed care?

What is Person-Centered Care?

- Geriatrics Healthcare Professionals
 - “Person-Centered Care means that individuals’ values and preferences are elicited and, once expressed, guide all aspects of their health care, supporting their realistic health and life goals.”
 - “Person-Centered Care is achieved through a dynamic, relationship among individuals, others who are important to them, and all relevant providers. This collaboration informs decision-making to the extent that he individual desires.”





Person Centered Care

- How do we achieve Person Centered/directed Care by incorporating what we know about respect and dignity?
- Person Centered or person directed care is all about honoring the choices and individual preference of each resident/elder.

Essential Elements of Person Centered Care

- Individualized, goal oriented
- Continuous review of the individual goals
- Care by interprofessional (including the resident/elder)
- Ongoing education and training for providers and staff
- Informed decision-making and self determination

The Culture of Person-Centered Care

- It necessary for us to understand the relationship between person centered care and cultural environment:
- For example: from the lighting to furnishings, public space to technology.
- The regulations require us to honor and respect the entire resident. We are able and encouraged to provide holistic person-centered.

Creating a Culture that Supports Person Centered Care

- What does this mean?
 - Does our existing culture support Person Centered Care?
 - What needs to happen to move forward with self directed care?
 - How do we move our Resident/Elder's care to the center of our world instead of simply a task to perform?



How does the Resident/Elder benefit?

- Person Centered Care planning improves quality care by:
- Collaboration among the Resident/Elder and the IDT
- Offers staff consistent information about the Resident's problems, strength and needs; including the **resident/elder's voice and choice**.
- Provides updates and revisions to the plan care according to the resident needs and preferences.



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How do we get to Person-Centered Care

- Person centered care is a process;
- What is the process?
 - The RAI assessment is the foundation for person-centered care planning
 - Minimum Data Set (MDS)
 - Care Area Triggers or (CATs)
 - Care Area Assessments (CAA's)

Right to Participate in Planning Care F-553

- Q: Do our elders/residents and their representatives have the right to participate in the development and implementation of their person-centered plan of care?



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Right to Participate in Planning Care F-553

- Q: How can we encourage our elders/residents and their representatives to participate in the development and implementation of the person-centered plan of care?
- Q: When an elder/resident request something that would place them at risk what process do we have in place to examine the risk/benefit and guide decision-making?



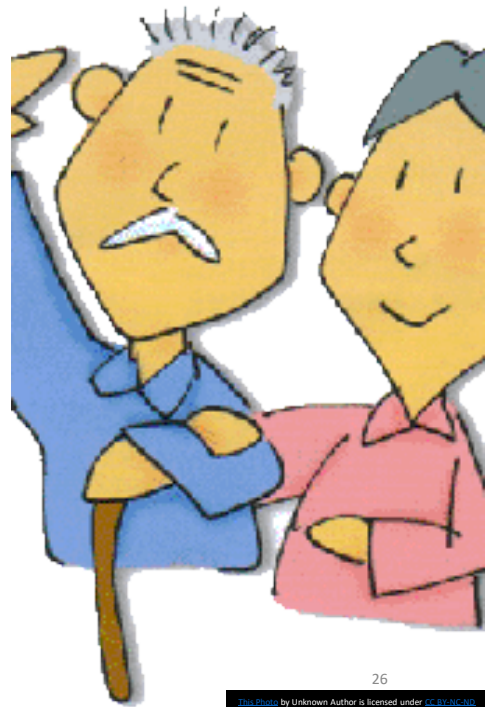
Development of Person-Centered Care Plan

- What should the care plan aim to address?
 - Individual interventions that honor preference's
 - Build on the resident's strength
 - Identify risk factors
 - Collaborate with the resident on treatment objectives and desired outcomes
- Who must be part of the process
 - an IDT approach which includes....

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Care Plan Development

- General Care Planning areas
 - Functional Status (MDS/CATs)
 - Rehabilitative/restorative nursing
 - Medical management
 - Discharge planning
 - PASSAR Recommendations
 - Daily needs



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Care Planning Models

- I format Care Plan
 - Narrative Format Care Plan
 - Informed Choices Care Plan
- Three types care planning formats, influenced by culture change and the new regulations.

Care Planning Models

- *1 Format Care Plan*
 - Is the most frequently format used
 - Written in the voice of the resident/elder
 - Incorporating the use of the resident/elder own words or phrases
 - Helps the caregivers hear the resident speaking when they are reading the care plan
 - Used by families to document the wishes and preferences of the resident/elder



Care Planning Models

- Narrative Care Plan
 - Complete narrative Care plan documented in paragraph format that provides resident/elder specific information. This reads like a book.
 - Reading from start to finish the caregiver has read a story about the life of the resident

Care Planning Models

- Informed Choices Care Plan
 - Assessing the resident's functional abilities and relevant decision-making capacity,
 - Weighing, with the resident and his or her representative, the potential outcomes (positive and negative) of both respecting and aiding the resident in the pursuit of her or his choices, and
 - Reviewing the potential outcomes (positive and negative) of preventing the resident from acting on his or her choices.

Care Planning Models

- Informed Choices Care Plan Process
- Identifying and clarifying the resident's choice
- Discussing the choice and options with the resident
- Determining how to honor the choice (and which choices are not possible to honor)
- Communicating the choice through the care plan
- Monitoring and making revisions to the plan
- Quality Assurance and Performance Improvement

Care Planning Models



Rothschild – A Process for Care Planning for Resident Choice

<https://www.pioneernetwork.net/wp-content/uploads/2016/10/Process-for-Care-Planning-for-Resident-Choice-.pdf>

Are there other care plan options

- What are other types of care plan ideas?
- What doesn't work?
- Failure is not an option!!





Questions?

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References

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