



## Tip 1: “Where’s the Focus?”

Just as a “selfie” is all about YOUR SELF, Person-Centered Care is all about the PERSON! So why are we looking at Person-Centered Care?

The first value of the Pioneer Network is “Know Each Person”, and this is also the root of Person-Centered Care. ***It is vital to know your residents... Why?***

- *They feel respected and valued.*
- *Having strong bonds with caregivers builds trust.*
- *They are more at ease getting care from people they know.*
- *Being able to make choices keeps them engaged and feeling vital.*
- *You can support choices when you know people well.*
- *You notice health and care problems earlier when you know people well and see them often.*

To learn more, we will be exploring the Person-Centered Care GOAL of the Advancing Excellence Campaign through a series of 12 Selfie PCC Tips.

### **Action items:**

- Gather all of the tools you are currently using to assess the preferences and choices of your residents.
- Conduct a learning circle with other staff members and ask them, “How do you get to know your residents? What tools do you use? What questions do you ask?”

### **For more information and training:**

- Attend the DHSS provider meetings this September and October. Go to <http://health.mo.gov/blogs/ltcblog/upcoming-events/>
- about the Advancing Excellence Person Centered Care Goal go to <https://www.nhqualitycampaign.org/goalDetail.aspx?g=PCC#>
- how to conduct a Learning Circle go to <http://actionpact.com/assets/cache/learning-circle.pdf>
- education on Person-Centered Care in Missouri go to the MC5 website at <http://www.momc5.com/>
- Pioneer Network website at <http://www.pioneernetwork.net/>.

MoLANE Members:

BNHA, LeadingAge Missouri, MANHA, MC5, MHCA, MLN, DHSS, LTCOP, Primaris, QIPMO, Patient Safety Center