

Training Module 4

Person Centered Planning



Stages of Change

- The transition process is driven by an individual's motivation and self-confidence for making a major life change such as moving from institutional living to his/her home community.
- Framework for supporting the consumer:
 - Pre-Contemplation
 - Contemplation
 - Preparation
 - Action
 - Maintenance



Person Centered Planning

- Person-centered planning (PCP) is a life planning process that supports an individual's desire or need to attain life goals
- PCP builds upon the individual's strengths to engage in activities in the community and honors the individual's preferences, choices, and abilities
- Individual is at the center and has the most influence
- Also involves families, friends, and professionals as the individual desires or requires
- Transition coordinators and other providers are essential in helping individuals to take a leadership role in directing the planning process

PCP and the Transition Process



- PCP is an integral component of CCT transition and care planning
- Reflects the needs and desires of the individual moving into the community, the life they want to live, how they want to receive services, and what they want their daily routine to look like
- Considers the availability of natural and community supports in addition to the resources that are available through CCT
- Involves including what is important to the individual; what will make them happy and give them the life they want for themselves
- A successful transition involves a balance between what is important to and what is important for the individual – between rights and responsibilities



Challenges

- Conflicts may arise between what a transition coordinator sees as “appropriate” and what a person envisions and wants for his or her own life
- The person may know where they want to live, what services they would like to receive and what they want their daily life to look like, but this may not be compatible with what the transition coordinator considers within the realm of possibility
- Differences between what the individual wants and what others deem appropriate must be negotiated and resolved if a person is to make a successful transition to the community



Dignity of Risk

- “Dignity of Risk” refers to the consumer’s right to make an informed choice to experience life and take advantage of opportunities for learning, developing competencies and independence and, in doing so, take calculated risks
- The concept means that all adults have the right to make their own choices about their health and care, even if health care professionals believe these choices endanger the person’s health or longevity

Dignity of Risk (continued)



- Respect the Dignity of Risk
- Every person needs enough control within their lives to choose what they value and reject what they do not
- Follow-up and treatment plans must respect what is important to the person



Effective Communication

- Some people are able to describe the life they want to live after they transition while others have difficulty articulating their wishes, and still others are unable to talk at all
- Providers involved in the transition process must learn how to “listen” to everyone, regardless of the language they use, even if there are no words involved in the communication
 - Examples: facial expression, body language

Communication Techniques



Active Listening Skills

- Pay attention
 - Look at individual directly
 - Put aside distracting thoughts
 - Don't mentally prepare a rebuttal
- Show that you're listening
 - Note your posture and ensure it is open and inviting
 - Encourage the individual to continue with small verbal comments

Communication Techniques (continued)



- Provide feedback
 - Reflect what has been said by paraphrasing. "What I'm hearing is," and "Sounds like you are saying," are great ways to reflect back
 - Summarize the individual's comments periodically
- Defer judgement
 - Allow the individual to finish each point before asking questions
 - Don't interrupt with counter arguments

Communication Techniques (continued)



- Respond appropriately
 - Be candid, open, and honest in your response
 - Treat the other person in a way that you think he or she would want to be treated
- Be deliberate with your listening
 - Goal is to truly hear what the other person is saying
- Set aside all other thoughts and behaviors and concentrate on the message
 - Ask questions, reflect, and paraphrase to ensure you understand the message

Communication Techniques (continued)



Communication Blockers : roadblocks that can stop communication dead in its tracks

- “Why” questions
- Quick reassurance
 - “Don’t worry about that”
- Advising
 - “I think the best thing for you is to move to assisted living”
- Digging for information
 - Forcing someone to discuss something they don’t want to
- Patronizing
 - “You poor thing, I know just how you feel”
- Preaching
 - “You should (or shouldn’t)...”
- Interrupting





Additional Resources

- [Increasing Person-Centered Thinking: Improving the Quality of Person-Centered Planning, Institute on Community Integration, UAP, University of Minnesota](#)
- [Handout-Helping People Move: An Introduction to Person-Centered Planning Principles, Practice and Process. A document from the 2009 March National Conference](#)
- [What Really Matters: A Guide to Person-Centered Excellence](#)
- [Michael Smull - Person Centered Planning.pdf](#)