

Person- and Family-Centered Care, Planning, and Thinking

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Vermont Family Network

- Our mission is to empower and support all Vermont families of children with special needs.



Learning Goals

- Define what person- and family-centered care means
- Communicate the benefits of person- and family-centered care
- Understand the importance of trust, communication, and respect to the process
- Understand that each family is a unique cultural unit

Activity: Who is your chosen family?



Person-Centered Care

- The ability to engage, communicate effectively with, and take direction from the individual in decisions affecting the design, delivery and evaluation of care management activities and service delivery, including honoring and respecting the individual's choices to take some risk in engaging in life experiences (i.e., the concept of “dignity of risk”).

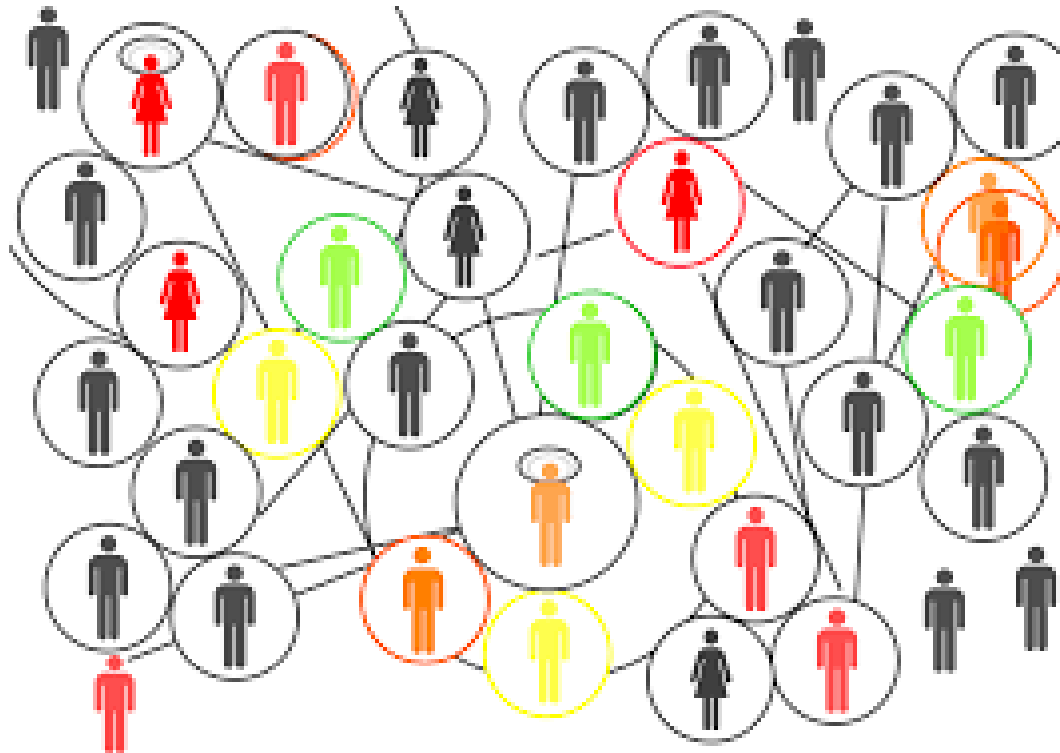
Core Values

- Seeing the whole person
- Self-determination and control
- Active participation



Activity: Speed Sharing

Person- and Family-Centered Practices



Differences in Terms

- Person- and Family-Centered Approach
- Person- and Family-Centered Plan
- Person- and Family-Centered Thinking



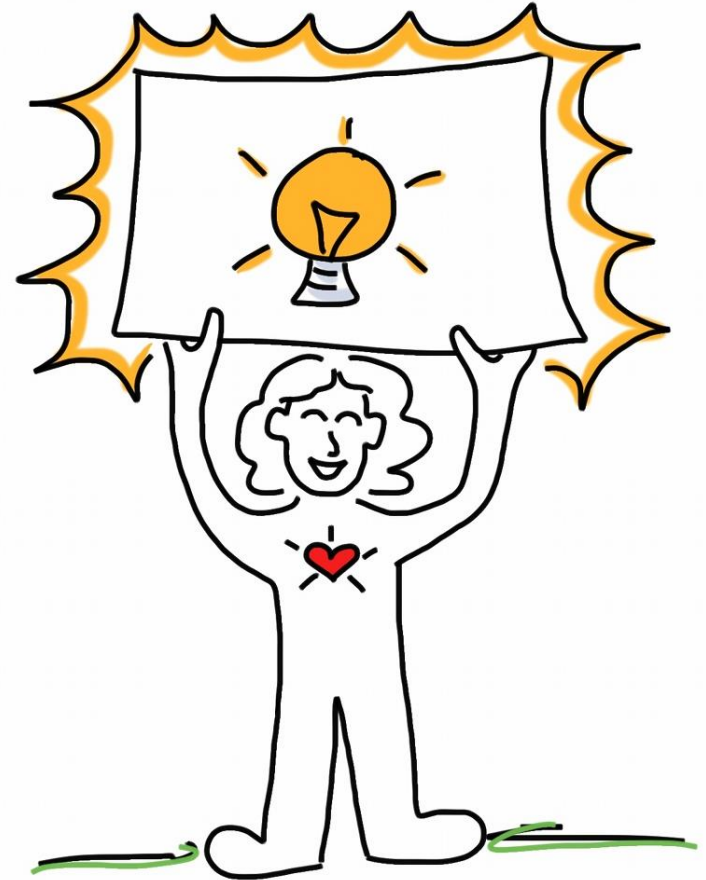
Person- and Family-Centered Thinking

- Set of tools to help discover and organize information that will help a person get the life they want



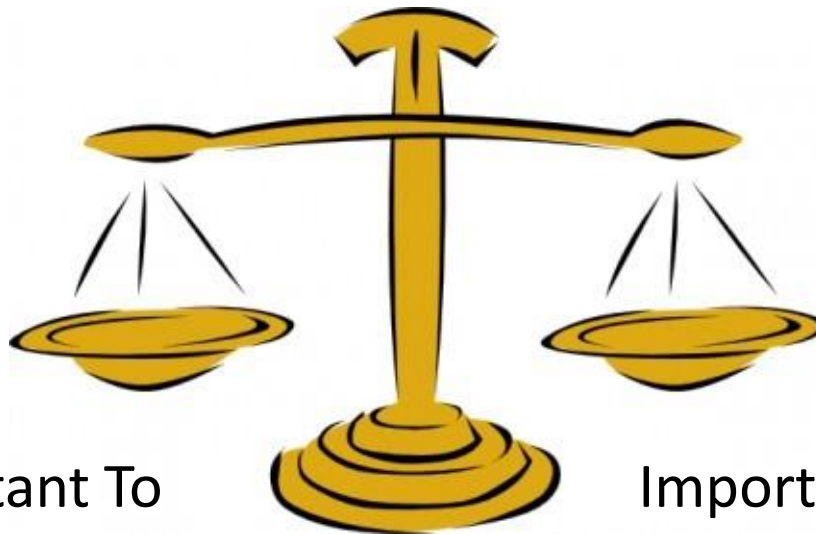
Balance Between Important To/For

- Big Idea! Focus on what is Important To the person
- Find balance between Important To and Important For
- Use a variety of tools to get a good picture



Important To

- Those things in life which help us be satisfied, content, comforted and happy

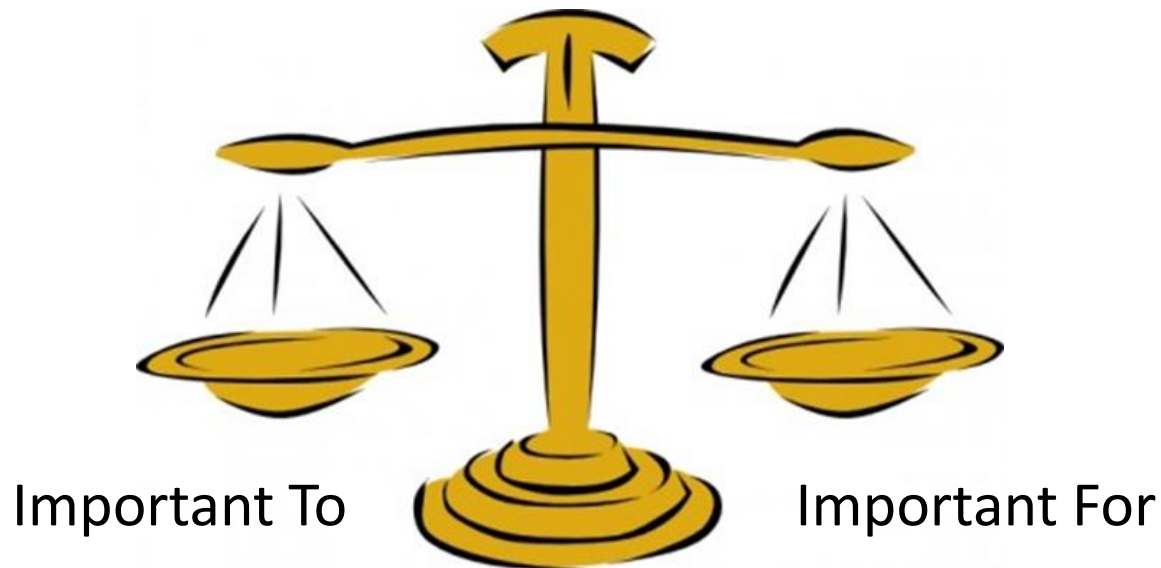


Important To

Important For

Important For

- Issues of health or safety (physical and emotional)
- What others see as important to help the person be a valued member of their community

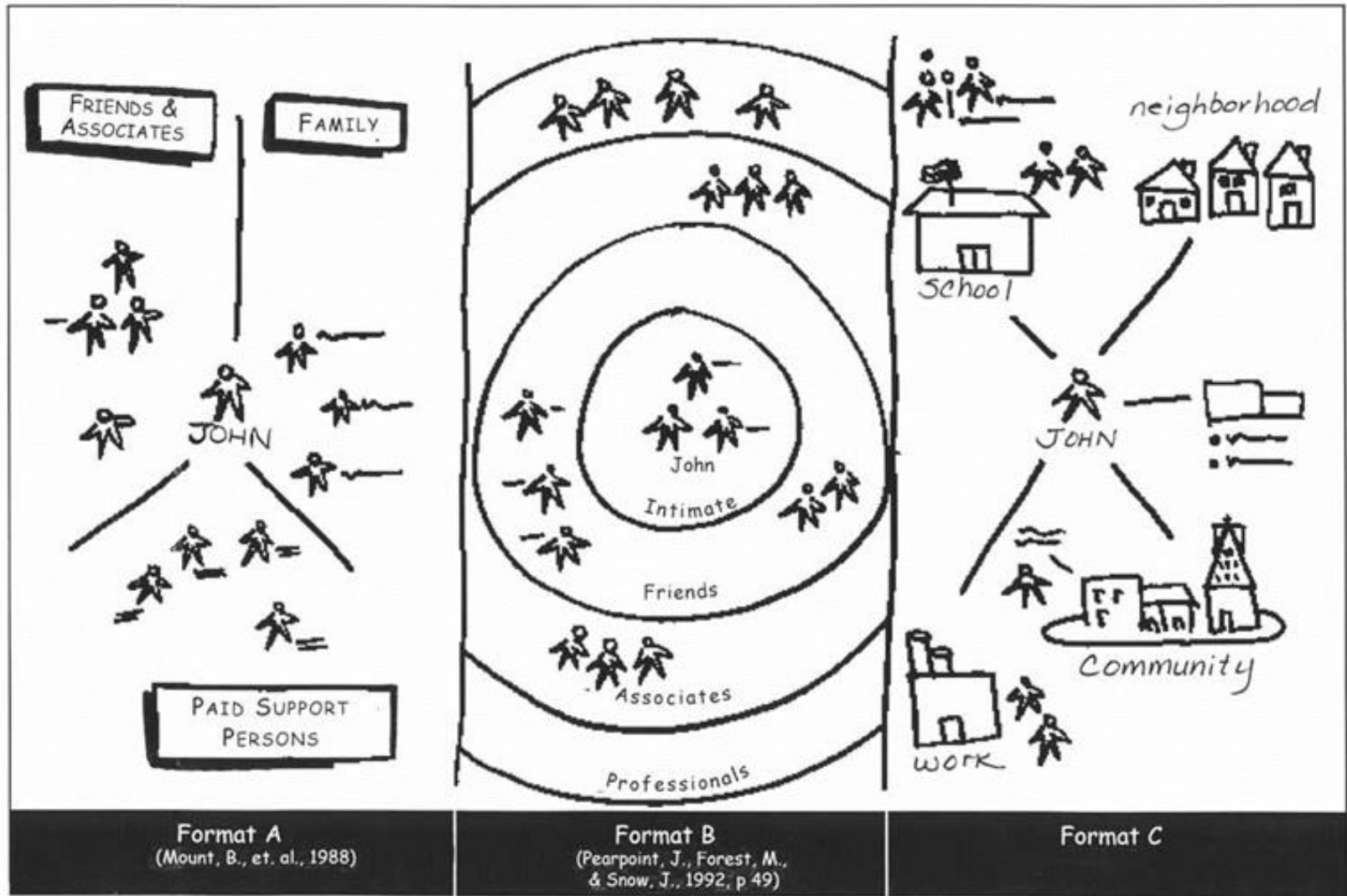


Finding a Balance

- If something is *important for* us and is also *important to* us, we will do it
- If something is *important for* us is not *important to* us, we have no interest in doing it
- If we want people to attend to what is *important for them* there has to be an aspect of it that is *important to them*



RELATIONSHIPS MAP



Personal Profile

What People Like and Admire about ____

Insert
Photo
Here

What is Important to

Supports _____ Needs To Stay Happy, Healthy & Safe

For a good match: characteristics
needed to be present or absent

4 + 1 Questions

What have you done to improve _____?

What have you tried? 1	What have you learned? 2	What are you pleased about? 3	What are you concerned about? 4

+1 – Given your learning what will you do next?

Good Day Vs Bad Day

Good Day



Bad Day



Focus on Outcomes

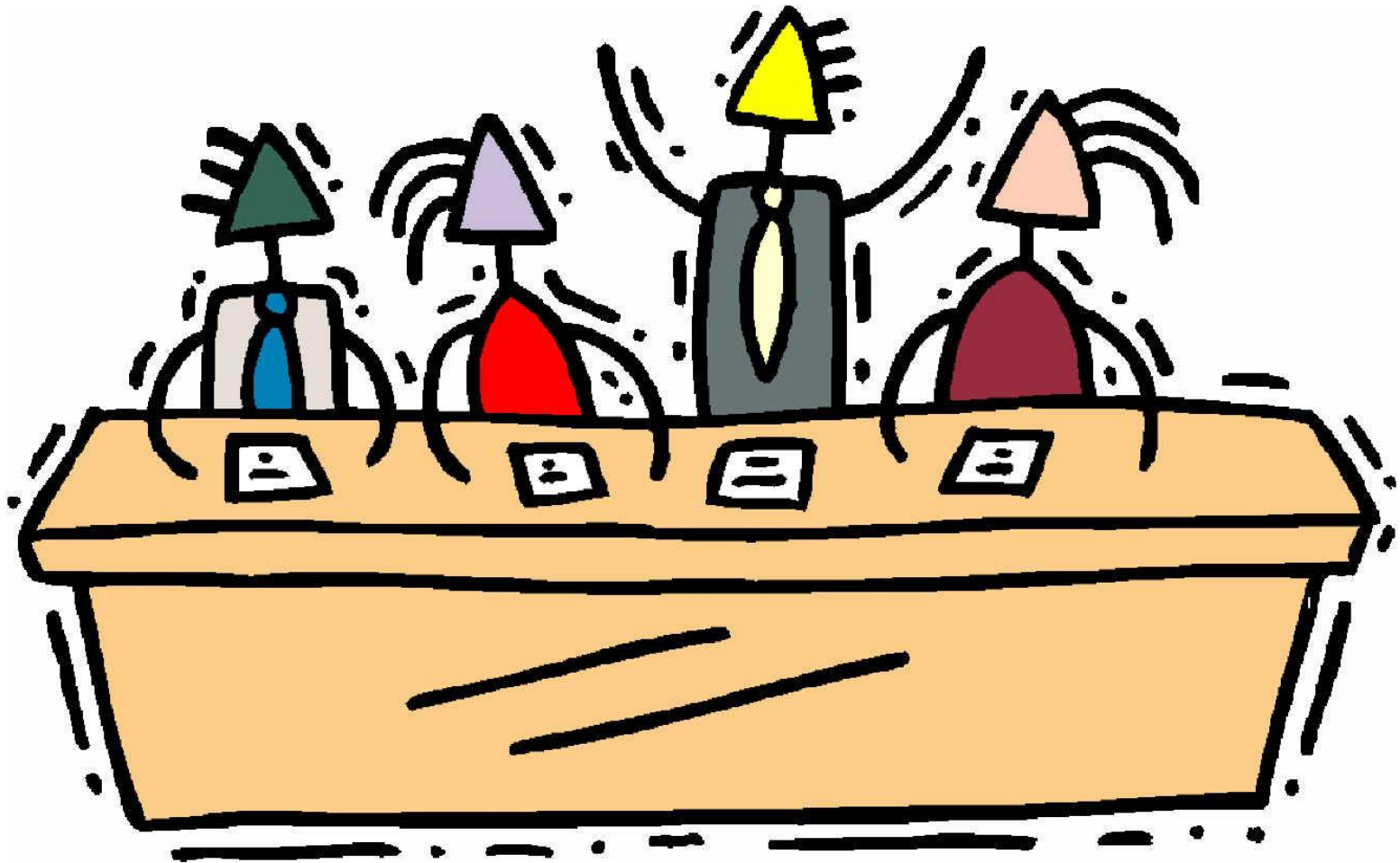


Building Strong Relationships

- Show them they can trust you
- Keep your word
- Try to be empathetic and compassionate
- Make an effort to understand their background, and respect their culture and community - your ability to help depends on it
- Try and “stand in their shoes”



Panel Discussion



Activity: Discuss Benefits

- For individuals
- For families
- For your organization
- For you personally



Thank You!

Help people get better lives

Not just a better plan