

carf

Understanding Person Centred Standards – A Primer for Elder Mediation

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carf International carf-CCAC carf Canada

Where I come from...

- Occupational therapist by training
- Have worked in accreditation for 18 years – looking at quality across the lifespan in health and human services
- International company – moral owners persons served
- Responsible for both Aging and Medical Rehabilitation
- Caregiver for a parent

CARF

- 1966
- Private, not-for-profit, independent
- International:
 - USA
 - Canada
 - Sweden, Denmark, Netherlands, England, Ireland, Northern Ireland, Scotland, Norway, Portugal
 - Argentina
 - Israel
 - Bermuda
 - Belize
- 7.2 million people served in 2008
 - 47,600 programs
 - 19,000 sites
 - 5600 organizations

Relationships



Patti Sapone / The Star-Ledger

Planting a Seed.....

- Assumption: committed to the philosophy of person-centred elder mediation
- The challenge for you: how do you know that you are living the philosophy?
- The challenge for us: to provide you with a set of standards that will serve as a guide

Comparable Values/Principles

Society **CARF**

- People-centred
- Outcome driven
- Advocates for choice
- Persons served-moral owners
 - mission: centred on enhancing lives
 - vision: to serve as a catalyst for improving quality of life
 - value: people have the right to be treated with dignity and respect; to enhance the meaning of accreditation to the persons served; committed to diversity and cultural competence
- Mission: promote quality, value and optimal outcomes
- Value: all people should be empowered to exercise informed choice

Comparable Values/Principles

Society	CARF
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- Barrier-free access

- Value: all people have access to needed services that achieve optimal outcomes

- Collaboration and partnerships

- Purpose: to seek input; to provide a collaborative consultative peer review process; to enhance the involvement of persons served in all of CARF's activities

- Capacity building


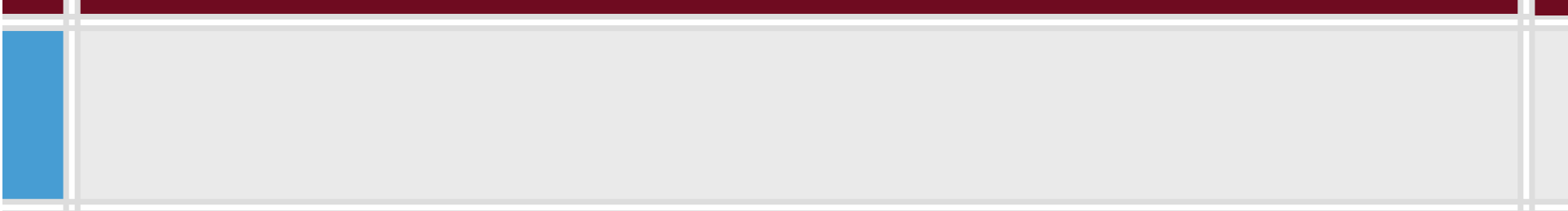
- Value: continuous improvement of both management and service delivery

- Accountable and responsible

- Purpose: to develop and maintain standards that improve the value and responsiveness of programs

What if...

- Have you ever had something occur that affected your quality of life?
 - A loss
 - A health problem
 - Someone not understanding you
 - Not the right resources to do what you want to do
 - Too much or too little time



Don't be frightened
to live your life,
look it in the face
for what it is....”

Expectations...

- Convenience – want and expect it
- Access
- Efficiency
- Quality
- Information – Explore and research, want best value
- 24 hour culture
- Technology

Something to remember

- Some of your customers do not see themselves as “old”
- See themselves as:
 - Strong
 - Healthy
 - Active
- Self image of capability and actualization
- “We are not elders, we are people in our prime”...(85 year old seat mate on a recent plane trip)

Others.....

- Remembering keeps one grounded in the familiar, and the familiar keeps one connected to one's world. (Qualitative Health Research 2008)
- Statement from someone with Alzheimer's:
 - “Sometimes I'm me, and sometimes I don't know who am. I don't know it comes and goes. I never know. You're not YOU, you've got someone else kind of in back of you.”

Do you make a difference?



Your challenge

- To be effective across life spans
- To be effective in removal of barriers
- To be proactive as an industry to meet the needs of all individuals
- To be the advocates and users of person centred concepts in all plans
- To assist others (family, friends, health care system) to understand the challenge and explore with them strategies and coping mechanisms.

Communication with Family/support system

- Family/support system:
 - A group of persons of multiple ages bonded by affection, biology, choice, convenience, necessity, or law for the purpose of meeting the individual needs of its members.



Communication



Communication

- Removal of barriers:
 - Architectural
 - Environmental
 - Attitudinal
 - Financial
 - Communication
 - Transportation
 - Design
- ACTIVE listening to customers
- Understand CHANGE and reactions to it

Concepts

- Interventions are individualized
- Determine;
 - Strengths
 - Passions
 - Who the individuals really are – makes a difference in approaches and supports
 - Functional levels
 - Safety
 - Financials
 - How change is handled

People

- Generations

- Disability

- Physical

- Mobility

- Senses (Touch, hearing, vision, smell...)

- Behavioral

- Developmental







Functional





You...

- Make the difference
- Remove the barriers
- Push the envelope
- Make it fashionable to be accessible
- Improve the quality of life
- Increase the use of person centred approaches
- Create our future concepts of mediation for elders

Elder Mediation

- Person-centred
- Values and fosters a dynamic culture that supports:
 - Partnership among person served, families/support systems, and providers of support/care
- As a leader in elder mediation you recognize that it is a maturing, challenging and forward thinking field

New Culture

- Well being versus ill being
- Engagement
- Social interaction
- Self expression
- Flexibility – approaches that are individualized not “cookie cutter”
- Your work as a mediator supports and promotes the culture of person-centred mediation



Issues???

- Not about a specific philosophy but about being person centred
- Change factor
- Working and partnering with regulators, legislators, accreditors
 - Elder mediation needs recognition as a valuable tool
 - Rome was not built in a day!

It's all about..... Relationships



Your work.....

- Mediation that supports:
 - Autonomy
 - Diversity
 - Individual choice
- Commitment to:
 - Responsiveness
 - Spontaneity
 - Continuous learning and growth

Remember...

CELEBRATE:

- Life cycles
- Connecting to the community to nurture relationships and the quality of everyday life
- Remember your clients are the experts:
 - Rhythm of their day
 - Services provided to them
 - Issues that are important to them

You are....

- Partners with person you serve and the family/support system:
 - Understand what services are wanted/needed
 - How those services should be delivered
 - How they can or would help the person served, family/support system

CULTURE

- The uniqueness of an organization, a field, a group
- Its “personality”
- The way things are done does
- The values, the lifestyle, the goals which are unique to an organization, field, or group

Culture change is like personality change

- It will be slow and will take time
- It will face obstacles and resistance
- It will require resources & concerted effort
- It could be joyous or painful and BOTH
- It will need planning and re-training
- It will succeed if there is a strong and caring leader who supports and shows the way

Culture change is like personality change

- It will mean a new focus and new priorities
- It will call for commitment and sacrifice
- It will change schedules and assignments
- It will ask for change in attitudes and relationships
- It will assign a different set of responsibilities and different kinds of accountability

Things you need to consider

- As the field of elder mediation develops, flourishes , and grows....

The Industry Systems Changes

- Tracking of performance indicators and improvements
 - What is it you do and how well you do it
 - What are the direct results of your services? MEASURE
- Practice based evidence needs to grow
- Need to be able to foster partnerships with regulatory system versus adversarial roles
- Leaders need to lead and facilitate
- Everyone must internalize the values underlying this change and examine how these values affect them personally and professionally

Leadership

- Empowerment of elder mediators....remember:
 - Empowerment doesn't mean abandonment....it sets the context for change which means elder mediators know what they do know and don't know!
- Elder mediators don't make the most of new opportunities because they're making the most of old ones....change is important!

Things to consider in person centred elder mediation

- Through communication and assessment processes the elder mediator
 - Knows histories, preferences, abilities, interests, skills, talents and ongoing needs of person served and recognizes and anticipates changes over time
 - Bridges person's past, present, and future

Elder Mediation

- Throughout process of elder mediation persons served, families/support systems maintain their dignity and preserve their selfhood
- Mediators recognizes unique:
 - Needs
 - Abilities
 - Interests
 - Skills
 - Talents

Elder Mediation

- Elder Mediator creates an environment that:
 - Allows persons served and family/support system to thrive
 - Cultivates, supports and maintains partnerships
 - Is safe physically
 - Is appropriate for needs

Elder Mediation

- Elder mediator pays attention to accessibility, usability, and appropriate assistive technologies to assist persons served and family/support system to:
 - Have ease in care issues
 - Support and enhance communications
 - Increase safety

Elder Mediators....

- Corporate social responsibility:
 - Efforts
 - Activities
 - Interests in integrating, contributing and supporting increased awareness of persons served and families/support systems
 - Regulators, legislators, educational institutions, payers, community at large

Why Would accreditation be important for Elder Mediation?



Accreditation within Human Industry

- ...Supports:
 - Innovation
 - Empowerment
 - Productivity
 - Accountability
 - Better ways to deal with competition through planning
 - A continuum of high quality care in an accessible, responsive and caring manner and at a reasonable cost

Accreditation as an Innovation

- Learning new ways to get work done through:
 - Creative problem solving that utilizes continuous quality improvement tools
 - Streamlining work processes and finding better ways to achieve success with fewer resources

Accreditation as a Quality Strategy

- Important principle:
 - Understanding that the organization will never again be “still”
 - Won't have a finish line
 - Will require organizations and people to look for ways to better serve their customers in a more cost-effective manner
 - Quality framework – ISO, Six Sigma etc. “Good Housekeeping Seal of Approval “

Why accreditation?

- Business strategy
- Communication system
- Management tool
- Quality strategy
- Forces development and use of outcome measures and the management of outcomes
- Establishes baseline of quality for an industry
- Housecleaner
- Refocuses business on person served
- Establishes and re-establishes relationships with stakeholders

Elder Mediators.....

- As you grow remember:
 - Identify yourselves as individuals with unique skills (certification)
 - Measure the difference you make... without “results” in the future you will not exist
 - Research, evidence–based practice, not it “feels right”
 - As you become successful remember to “put the mirror up to” your company/organization (accreditation)

Let's remember what the focus is about!





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