Making the Philosophical Shift to Person-Centered Practices:

*You Can Teach an Old Dog New Tricks!*
Why Underdog....

• Provides supports to those who need it
• We can identify with the name
• Fits into “old dog” theme
Changes in the Service Delivery System

System has been evolving for a long time:

- 1970’s - 1980’s: Concept of “normalization” was popular
  - Home and Community Based Services waivers are developed
- 1990’s: “Discovery” and “individualized services” appear
- 2000’s: “Outcomes” gain recognition
- 2010’s to Current: Practices are being re-designed
  - CMS requires person-centered practices training
  - CMS re-defines appropriate settings for service delivery
Results of Changes in Service Delivery System

• Shift in Power
• Shift in Emphasis
• Shift in Focus
• Shift in “Professional Boundaries”
• Shift in Views of Success/Failure
• Shift in Required Traits of Supporters
CHANGES in the service delivery system require NEW approaches to providing support!
Agency Benefits to Person Centered Practices

• Fewer crises
• Less staff turnover
• Higher satisfaction ratings
• Reduced pressure to “create” data
• Positive outcomes for service recipients
• More opportunities for creativity
• Others???
Skills for the Future

• Recognizing people’s strengths
• Supporting vs. Fixing
• It’s OK to be “open” and “vulnerable”
• Recognizing “Best Supporting Actress” is also important role
• FEELING!!!
• Celebrating successes
• Taking care of yourself so you can be your best!
What you are feeling is normal!
5 Stages of Grief

• Not confined to death of a loved one
• Identified by Elisabeth Kubler-Ross in 1969
• Stages don’t always happen “in order”
• There is no “right” or “wrong” way to grieve!
• Vary in length and intensity, depending on person & situation
Denial

- “Person-centered practices won’t really happen. It’s just another trend.”
- “We are already providing person-centered services.”
Anger

• “Those bureaucrats don’t know what they’re doing”!
• “This just makes more work for me.”
• “There is no way one person can do everything that’s expected.”
Bargaining

• “Maybe this can work with some people, but how about the people we serve who are ‘non-verbal’?”

• “We’ll use the new forms, but we won’t change the way we deliver services!”
Featuring Otto “Knute”
Depression

- “I wasted all my education and years of experience”.

- “I no longer know my purpose.”
Acceptance

• “I’ll try the new ______ and see how it goes!”
• “I am going to have to get on board with person-centered practices if I want to succeed.”
• “If everyone else can make this shift to person-centered practices, then so can I.”
To Successfully Deal with Workplace Change:

• Accept change is inevitable
• Be flexible
• Seek support
• Remain positive
• Communicate!
Personal Benefits to Person Centered Practices:

*Wondering “What’s In It For Me?”
*Glad you asked...You get to:

• Recognize the positives!
• Treat people with dignity!
• Have more fun!
• Have more success!
• Do the right thing!
You Can Teach an Old Dog New Tricks

• Recognize that continuous small changes over time add up to a BIG difference in people’s quality of life
• Research shows that it only takes 21 days to form a new habit!
• It’s VITAL to put these changes in perspective and recognize the PURPOSE of them
Featuring Rusty:

This old dog learned a new trick!
RESOURCES for MORE INFO re: WORKPLACE CHANGE:

• https://www.forbes.com/sites/jacquelynsmith/2013/01/18/12-tips-for-overcoming-your-fear-of-change-at-work/#78a594f846b5

• https://www.linkedin.com/pulse/10-tips-dealing-change-positively-your-workplace-ban-weston

• http://www.quickbase.com/blog/10-tips-for-handling-change-in-the-workplace
You CAN save the world (or a little piece of it!)

THANK YOU!

jcaruso@aacog.com
dlittlesmith@hillcountry.com