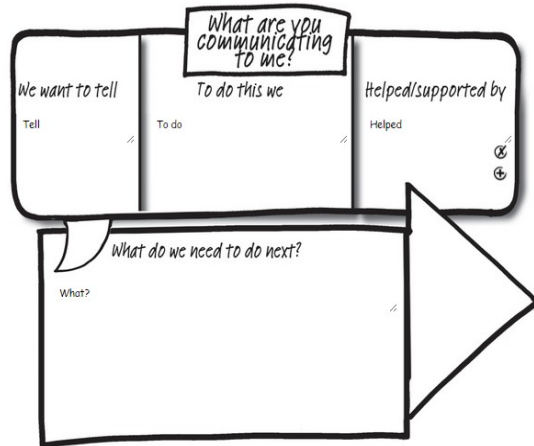# THE QUALITY NEWS

"Everyone who is dependent on others for support has an especially critical need to have his or her communication understood "

Michael Smull

Person Centered Thinking Tool
What are you Communicating to me?

Therap Tips!

ISP (IHP) AGENDA & PERSONAL FOCUS WORKSHEET

The ISP Agenda module is being introduced as a means for users to record electronically a statement of the matters which will be considered and discussed in IHP Planning meetings. Users will have the option to then add notes to the module once the meeting is over.

This will greatly assist users in designing ISPs that serve the particular needs of the Individual. With the ISP Agenda module users are able to electronically de-velop an agenda of topics to be considered and dis-cussed in IHP Planning meetings. The ISP Agenda gives IHP Team Members an accounting of the previous year's progress of an individual, providing a glimpse into factors that worked well and made sense to implement for the individual.

Development of an Agenda is a crucial step in the care planning process. ISP Agenda links to the Individual Support Plan being reviewed as well as the Personal Focus Worksheet (PFW), which gathers pertinent information about the individual.

Notable features include:
1. The ability to add Individualized Agenda Topics, including ones from the Personal Focus Worksheet
2. Record Progress Towards Outcome of Action Plans
3. Display Regulatory Items including hours of Employ-ment/ School
4. Attach external documents and add notes after the ISP meeting Personal Focus Worksheet.

Last month, we presented the Communication Chart, *What am I communicating to you*. This was a clear & powerful description of how to best capture how a person communicates and offered best practices on how to support the individual with understanding their way of communicating. This month, we are presenting a second communication chart, *What are you Communicating to me*. In this chart, instead of recording what the person does, we record what we are trying to communicate to the person, and then what we are encouraging the person to do.

To better appreci-ate this communi-cation chart it is important to remember:

- Be mindful that a person may finds it hard to understand information when it is just given in words

- Particular words or the way that you saying them (tone of voice for example) can be a trigger to make the person upset.

- In order for this communication chart to work consistently and to provide the individual with the best practices, the chart should be kept somewhere where it is easy to find and use

- To ensure for consistency, staff must check this chart regularly and make the necessary changes, updates and add a few things that they learned while communicating with the individual as to what works and what does not work

- This method can help us to make sure the person is communicated to in the way that helps them under-stand best. When capturing exactly how and what works the best to communicate with someone we should be asking ourselves, will real objects, symbols or pictures help the person understand better?

- Does the individual need time to process what you are telling them?

- What are the phrases or words that everyone should avoid using when communicating with the person? Think about what words or actions will help communicate the same message.

How to best use this chart: There are four different columns:
1) We want to tell: This is what we are attempting to communicate to the person
2) To Do this we: What is the best practice on how to communicate this information specifically to this individual. What has worked in the past that the individual responded to positively; what should we not do; be specific in sharing the methods
3) Helped/Supported by: What other key elements can help in communicating this. For example, what is the best environment for the individual when this is occurring

What do we need to do next: What are the steps that should follow to best support the individual? Remember the key is that everyone must be consistent in using the communication charts and techniques as well as what works best and what does not work, must be shared with everyone who is communicating with the individual. This will provide an easy to use template to record our learning to better know the individual and how to provide the best support possible.

You can download this and other Person Centered Thinking Tools here:
http://www.thinkandplan.com Once at the site, register for free and watch this video http://www.screencast.com/ users/Dimensions/folders/ThinkandPlan/media/4f0aa7d1-6c89-47f4-b2fe-85e0caba1c96 This is a simple Users Guide on how to use this site to create, writeable PCP tools that you can save or print and even link!

Individual Support Planning

Once a meeting with the information from the in-dividual's Worksheet and ISP reports are conclud-ed, the decisions are re-corded as minutes within the approved agenda and used in creating fu-ture plans.

PERSONAL FOCUS WORKSHEET

Personal Focus Worksheet is a Person Centered Questionnaire that is built around the requirements of the Individual Support Plan to gather pertinent infor-mation about an individual. This questionnaire, which either the individual or the person who best knows the individual can complete. There are five sections to record and share information about the current state of the individual.

PFW includes:
1. Factors important to the individual including personal preferences, interests and aspirations Ongoing Events, Social Interaction, Living Arrange-ment, Supported Employment, Spiritual, Religious, Cultural Considerations, Reflections
2. Comments of others who know and care about the individual on how to improve the person's support needs
3. Ways in which the person's life can be enhanced through more independence, community involvement