

THE QUALITY NEWS

"Ever tried. Ever failed. No matter. Try again. Fail Again. Fail Better"

- Samuel Beckett -

Person Centered Planning & Thinking

Seven Ways to Make Person Centered Thinking a Habit:

This month we are presenting an article by Helen Sanderson, of the Helen Sanderson Association, where she outlines different ways that help staff develop good habits in learning and using PCT tools. Someone thought, why not take the *7 ways to create or change a habit* and apply them instead into the *7 ways to 'making person centered thinking' a habit*? This can be done through habitually using PCT tools in all that we do. We have learned that PCT Tools are the foundation of change; that they can help staff to learn what matters to an individual; show us what good supports looks like; and how an individual communicates their choices and makes decisions. Through using PCT, staff will think more about their role in the individual's life and how they can bring about action to change. They can analyze what life is like for the person now, what is working for them and not working, and what needs to change. Then staff can continue to learn about what is important to and for an individual & how to balance the two.

1. Know your starting point so that you can see your progress:

Rate how you are using PCT. This can be used as individual self-reflection or as part of supervision or team meetings.

2. You have a plan:

Being able to rate your existing level of competence can help you think about areas that you want to improve, or tools that you want to try. This can be captured in a simple action planning format.

3. You make a public commitment:

You can make a personal, private plan to use a particular tool or develop your skill in using it, or you can go public. At an individual level, commitments to use a particular tool could be shared at during a staff meeting.

4. You have ways to remind yourself of what you want to change:

There are several ways that you can have both discreet and more public reminders to use person-centered thinking tools. One way that our agency succeeded in this was to frame PCT Tool Posters in our Training Room. You could also use the PCT tool cards. Use this newsletter each month to promote different PCT tools in staff meetings and discuss how staff are using or ways they could approach using that particular tool.

5. You are supported by an individual or group:

Getting support is crucial in building good habits and making changes. Support could come from your supervisor, one of your peers who is at the same level as you in learning PCT or even reach out to an agency experienced PCT coach. Check-in with each other, talk about how to use the tools and even practice using the tools with each other or in a group setting.

6. You record and report back on progress:

Recording progress is both encouraging (when you are doing well) and a learning opportunity (when you are not doing as well as you hoped). Share what is working and what is not working—this helps solicit ideas from other to help you succeed.

7. There is recognition or rewards for improvements and success:

Consider the existing recognition functions that already exist within the organization and see if these can be adapted to focus directly on skill and persistence in using person-centered thinking

Remember **we are all** Learners of PCT Tools & we must continue to communicate often by sharing our stories & our experiences with one another. Share what is working by sending your supervisor and the Quality Department an email or an SCOMM (we would love to share your story here!), don't hesitate to reach out for support & trial PCT Tools at every opportunity!

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Therap Tips!

Therap Trainings are now here!

Starting this month, the Quality Department will be launching three new Therap trainings that are available to all employees! Each month, we will be offering: **Therap GER's**; **Therap Health Tracking** and **Therap eMARS (Electronic Medication Administration Records)**. The class size is limited to 5 students as we will be working hands-on with lap tops in our Training Room. Class will only be one hour, will focus on how to master Therap's modules—check the monthly Training Schedule for dates/times. Open forum—ask questions! Or share your own tips/tricks!

GER's: General Event Reports: Come on— We are all completing GER's now—but can we improve on our skills? Can our reporting be better? Sharper? More accurate and to the point? Employees will learn how to quickly and efficiently complete a GER to include what is important to include, necessary reporting requirements (details, notifications); what is considered a GER, what is not a GER, how to edit your document, how to search for a GER, choosing a consistent and appropriate category and uploading documents to support the GER.

EMARS: Sounds intimidating—but it is NOT! This training will show you how easy it is to record medication administration in Therap! We will walk you through all the steps from Medication History to recording medications. You will see how Therap identifies the medication with actual images, up to date side effect sheets, never administer a discontinued medication, or give on the wrong date/time again, as EMARS have clear, colorful images producing visual cues that allow for accuracy and all with the goal of greatly reducing the chance of having a medication error.

HEALTH TRACKING: Perhaps one of Therap's most powerful tools—right there at our fingertips! There is a great deal of accountability in recording daily health issues and facts. Learn how fast and simple it is to record every day critical data that will never be lost! You will learn how quickly record blood pressure, blood glucose readings, weight, height, temperatures, immunizations, infection tracking, intake & elimination, lab test results, menses and how to run a report/chart or download/print the data for an IDT meeting or for the doctor.

Each month, in addition to these three trainings we will be adding more specialized Therap classes: Master **Personal Finances** and learn how to enter/edit data, efficiently upload all your recipients and bank statement. Learn more about the **Training Management System** where you can manage and monitor not only your own but your staff's trainings; learn how to print out your Training Certificates and how to self register for classes; check on your training dates. Tracking **ISP Data** (IHP Goals and Objectives) how to enter data, search for archived data and run reports for required DDD monthly reports.

Of course, if you have an idea for a Therap Training or would like additional training, do not hesitate to contact Bev, Adrienne or Lisa in the Quality Department. Therap should not be intimidating to anyone as you will learn that capturing, searching or printing out data has never been easier!

Do you have a Therap tip or question? We want to hear from you!

HERE IS MY TIP: CLICK TO SHARE!

Email your tips or questions to: lisa@thearcofsomerset.org

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