The Arc of Somerset County

Achieve with us.

THE QUALITY NEWS

> **"Coming together is a beginning; keeping together is progress; working together is success"**
>
> *- Henry Ford*

Person Centered Planning & Thinking

Ground Rules for Person Centered Thinking and Planning

Since our journey began into Person Centered Thinking, we have been exposed to innovative ideas using tools that were created with the "person" first that provide simple, effective practices that help change people's lives while helping them to achieve the outcomes they want. What we also learned is that these tools are applicable to everyone who wants to strive for greater results.

One of the first tools that we were taught was the importance of establishing ground rules when working with PCT. We were taught that all must agree on the set of rules at the beginning so this way we focus on working together. The rules belong to everyone in the session, everyone has permission to use the rules; however the facilitator is the key—as they must follow the rules or no one will.

1. **Everyone's views are welcome:** Of course, PCT is a group effort and everyone's voice has an impact. Ideas are valued and welcomed as everyone at the meeting is there for one purpose, to participate in helping and supporting the person better. "Challenge ideas...not people".

2. **Listen with respect:** It's necessary to listen with respect because this is how we make sure that everyone's views are welcomed. We've learned that good listening gives people time to think and express themselves better. **No Jargon:** Jargon is banned because it's a way that one group of people can maintain power over another. It's a private language that excludes the person, their family and frontline staff from the discourse. If you really understand a concept, you should be able to explain it.

3. **Speak from the heart as well as the head:** Person Centered Thinking deals with the world of feelings and emotions as much as the world of facts. We want people in the meeting to feel able to express their emotions so that this is a real discussion about someone's life, not just a business transaction.

4. **No fixing:** We're not here to 'fix' the person, we must 'accept the person, change the situation'. Same school of thought, we do not want to jump quickly on the easiest and most obvious solution. Sometimes spending a bit more time gathering information and defining the problem will help us find actions that are far more creative and productive.

5. **No obsessing/5 Minute Rule:** We don't want to get obsessed with a small detail, or spend more than 5 minutes discussing issues that the people in the room can do nothing about. If we do get stuck on issues like this, anyone can invoke the '5 minute rule', the facilitator can write the issue down, so that it can be taken to the people who CAN do something about it.

6. **Imperfect spelling is OK:** Person centered work is not a spelling test. We want what the rich information and insight that is inside everyone's head!

7. **Misery is optional:** We want everyone to feel comfortable during our work! If something's making you uncomfortable, do something about it!

8. **Avoid sidebars:** Nothing can be more distracting than people in the group having their own conversation. Always be mindful and eliminate this practice.

9. **Devices:** Turn off all electronic devices and unless for emergencies only, wait until you have a break or the meeting is over. Our time together is precious and so critical for all to focus 100%.

We encourage you, at your next meeting—whether it be an IHP, staff or house meeting—you will be surprised how the participants will appreciate using this tool.

Therap — Improve Quality of Care & Support / Reduce Costs / Manage Risk & Compliance — *Helping Developmental Disability Providers...*

Therap Tips!

SECURITY PROFILES

Security Profiles were introduced with the July 2012 Therap update! Practically all of us have multiple profiles in Therap. You could be an Assistant Manager at Branchburg OTC and on the weekends or evenings, a DSP Substitute at Commons Supervised Apartments. If so, you would have 2 "Super Roles" in Therap. One as the Assistant Manager and the other as a Substitute DSP. The purpose of the Security Profiles is a feature that simplifies the task of users who have multiple super roles. This way you can manage your responsibilities with greater ease. Instead of your dashboard reflect links corresponding to all the roles you are assigned to, it now shows only the links for the roles assigned to you under each of your profiles! Users that have more than one profile can switch between profiles and work on the set of tasks that comes with each Super Role neatly arranged under separate profiles and can carry out their tasks with greater efficiency.

1. Once you sign on, you will be asked initially to select the **Default Profile.** The Dashboard for the selected **Profile** of the user will function according to the privileges that have been assigned to the user under that **Profile.** Users may click on the Profile Name to view all the details included in that profile.

2. Users may change the **Profile** which is set as default and select another profile as their default. Users will always be taken to their 'Default Profile' whenever they login.

3. You may change your Default Profile by clicking on the 'Set Default Profile' link under *My Account* area appearing on the right side of your FirstPage or if you are using the Dashboard, then click on the 'Choose' link for the Default Profile section from the 'Settings' tab.

4. This will take you to the **Default Profile** page where you may select your desired Profile. Click on the 'Save' button to save this information. From next time onwards whenever you login to the system, you will be taken to the Profile that you have selected as your Default.

5. You may switch to different profiles by clicking on the "Switch Profile" link appearing at the top of your FirstPage/Dashboard. This will take you to the selected profile.

Do you have a Therap tip or question? We want to hear from you!
Email your tips or questions to:
lisai@thearcofsomerset.org
We are currently using:
Version: 2012.2.14 20120930-1207 on app03-se