

SUN 25 OCT

## The Constant Challenge of Person-Centered Care – Are You Up to It? #2805

8:00 AM - 5:00 PM



PAPADIMITRIOU



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GUY



BROWN



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### FACULTY

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**CLAIRE GUY**

Group Medical Director, Aspen Healthcare Limited, London, UK

**DR. D J BROWN**

Clinical Fellow in Emergency Medicine, National Health Service, UK

**ROMEO COLOBONG, MA**

Research Associate, Toronto Rehabilitation Institute-UHN, Toronto, CA

### FOCUS

Training/instruction in new knowledge/skills (attendees will develop new competencies that can be applied in practice or research)

### DESCRIPTION

Person-centered care is seen as the preferred method to healthcare service delivery. Yet, it is challenging to implement it. The objective of this course is to *identify* these challenges and *teach* techniques to facilitate person-centered practice in rehabilitation for persons with disabilities. We will use multiple instructional methods including role play, videos of clinical scenarios, group work via Brainwriting, and short power point presentations. We want participants to have a 'hands-on' experience of tools that can assist them be(come) (more) person-centered. We will offer a toolkit to facilitate person-centered practice including resources and teachable techniques.

### LEARNING OBJECTIVES

1. Identify opportunities to implement person-centered care in participants' practice or work environment
2. Discuss and problem solve challenges to implementing person centered care
3. Use tools and techniques to become more client centered at the personal, team and organizational levels

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## COURSE OUTLINE

There are five units to this course:

**INTRO:** Papadimitriou and MacDonell will welcome, introduce speakers and participants and explain the organization of the course. They will define the term person-centered care and person-centered practice in rehabilitation. I don't know that we will define maybe discuss current concepts and ideas of person centred care and then revisit at end to see if these definitions still work?

**UNIT 2,** Dr. D J Brown will discuss the organizational challenges of person-centered care. He will provide a conceptual and experiential presentation on organizational readiness including challenges and opportunities to person-centeredness. He will use examples from his research and professional work to show best and challenges practices of organizational processes in order to illustrate his presentation. D J Brown is a practicing physician and the author of a book on organization cultural change (The Meaning of CAREFUL, 2009).

**UNIT 2,** Ms. MacDonell will engage all participants in Brainwriting, which is a group activity encouraging the gathering of critical factors in a non-bias, quick manner. Via this activity, participants will share their perspectives on what the challenges to person-centeredness are in their practice, organization, and society. Participants will also share their perspectives on opportunities, solutions, and ideas of what can be done in order to achieve person-centeredness in their work setting. (For more detail on the process of Brainwriting, please go to <http://creatingminds.org/tools/brainwriting.htm>)

**UNIT 3,** Drs. P Kontos and C. Papadimitriou will present evidence-based information and examples on person-centeredness. They will use videos and text. The videos of clinical vignettes are acted out by actors and specifically produced for the purpose of teaching providers the nuances of person-centered care. These materials have been produced based on the presenters' funded research in Canada and the US. The vignettes engage multiple rehab stakeholders' experiences and include best and challenging examples of person-centered practices. Through group discussion, participants will be exposed to techniques that can facilitate person centered practice. Discussions will be organized in a semi-structured fashion. Participants will learn from each other, and not solely from the presenters. The presenters will be leaders of the group discussions by ensuring the group stays on topic and within the timeframe allotted to this exercise. The presenters are knowledgeable experts of this instructional technique.

**UNIT 4,** Ms. MacDonell will share the results of the Brainwriting exercise. She will engage the participants in reflecting on the presented results in light of the presentations in unit 3. Participants will engage in discussion and formulating questions and concerns.

**UNIT 5,** presenters will respond to participants' questions and focus on 'what can be done next'. Ms. B. O'Connell will share her experiences as a CEO of a robust ABI continuum of rehabilitation services that utilizes person-centered practices in Ireland. She will facilitate the discussion towards ways that leadership of rehabilitation organizations have to lead to achieve person-centeredness.

Concluding remarks will be made by presenters as well as participants.

**PRIMARY DIAGNOSIS/AREA OF PRACTICE:** Diagnosis-independent or NA

**PRIMARY FOCUS AREA:** Clinical practice (assessment, diagnosis, treatment, knowledge translation/EBP)

**SECONDARY FOCUS AREA:** INTERNATIONAL

**INTENDED AUDIENCE:** This course is geared toward rehabilitation providers and administrators, but can benefit researchers undertaking knowledge translation work in the area of person or client centered practice in rehabilitation. Membership appeal: This course addresses ACRM members who are providers and or administrators in rehabilitation and who wish to understand and foster a person-centered care model in their practice and service settings. Since *person-centered practice* has been suggested as the preferred model to service delivery in health care (for example, see the IOM, Crossing the Quality Chasm, 2001), we believe therefore that this course has a broad membership appeal.