

Person Centered Care

Care delivered with Dignity, Compassion and Respect

Everyone has the desire to be seen and heard as a unique individual, and those who live in Assisted Living or Group Homes are no different. Person-centered care involves recognizing the individual preferences and desires that each person has and creating an environment where those preferences are considered. The person-centered care model focuses on treating all residents with dignity, compassion and respect. Research has shown the benefits of person-centered care, which include the reduction of feelings of helplessness and depression in older adults.¹ Additionally, providers that adopt this approach see their residents live happier, healthier, and longer lives. Assisted Living facilities who focus on person-centered care reap the rewards of residents who have a sense of well-being and purpose, higher satisfaction of family members, better census, and fewer survey violations.



Quality of life considerations are foundational to person-centered care and a critical component in creating care plans that focus on individual needs and preferences. Integrating person-centered care principles into care planning includes recognizing the importance of social support, resident autonomy, and a warm, supportive environment.

Social Support

Human beings are social by nature, and what makes our lives worth living are the connections we make with others. Meaningful social support and connections are at the heart of what constitutes a good quality of life. The correlation between social activities and a positive quality of life is well-supported by various studies.² Social interactions that help residents feel close to others and those that provide care offer a wealth of psychological benefits, and Assisted Living and Group Homes have a unique opportunity to encourage and create social support systems. Positive interactions with others helps to reduce the impact of stress, depression, and social isolation.

Autonomy

We all want to feel like we have a sense of control in our lives. When residents have self-governance of their own lives, they live much better in community with others. Research demonstrates the kind of choices residents find very important include choosing who they live with, what they want to eat, and who gets to visit and when.² Person-centered care allows for autonomy in choosing the life they want to live, which improves life satisfaction, emotional well-being, and more.

Care Environment

Everyone wants to feel at home where they live. Leaders and staff members in Assisted Living or Group Homes can do so much to create an environment that feels homelike for those who live there, work there, or visit. Home should be a place where a person can feel comfortable and be their true self. Person-centered care environments allow residents to feel comfortable and can be established in a variety of ways: staff members connecting with residents one-on-one in a personal manner, home-oriented design features, food choice and variety, and staff who enjoy spending time with residents, are all key components of person-centered care.

Further Understanding

The person-centered care approach is about respecting and valuing every individual in a care community as a full member of society, and not just checking off care tasks. A phrase to live by is to put the person before the task. The importance of this attention to emotional well-being and quality of life cannot be overstated; experts have conducted reviews of facilities, concluding the need to emphasize regular assessments of residents and include the person's preferences in their own care process.³ Person-centered care ensures rich and vibrant lives in Assisted living and Group homes, and a trusted software platform with supportive features helps care communities offer the best quality of life.

Quality of Life Solutions

A quality electronic health record can help support leaders and staff in Assisted Living and Group Homes who want to hardwire person-centered care practices into how they interact with residents every day. RTasks software is designed with person-centered care in mind. There are so many features in RTasks that can make person-centered care the standard practice!

Resident Bio/History Tool

Person-centered care requires that staff and residents get to know each other. Using and sharing the Resident Bio/History assessment among staff can allow them to learn invaluable information such as preferred routines, nicknames, birthdays, likes/dislikes, and more. By receiving pertinent details about residents, staff can help make residents feel seen and heard for who they are as an individual, not just the reason they have moved to the facility. This assessment can be done on admission and made available for staff to review, acknowledge, and will help them understand key details about the person they will be serving.

Allowing staff to get to know a fully-dimensionalized person, outside of just physical and medical needs helps create an environment of compassion and increases staff morale. These assessments make sure that all of the little details of each individual are recorded, making residents know that the people tasked with serving them are prioritizing them first. A focus on person-centered care increases morale and connections across an entire facility. The feeling of care will be palpable by those who live, work or visit!



Life Enrichment features in RTasks

Many people move into Assisted Living or Group homes for socialization. RTasks streamlines assessing, scheduling, and documenting activities that improve the quality of life of the residents. In RTasks, staff can create activity calendars, document participation in activities, chart on unscheduled activities and much more. By fully utilizing the life enrichment features in RTasks, staff can track and report to interested parties the socialization the resident is participating in.

The Leisure Activity Inventory assessment tool creates efficiency in documenting the resident activity preferences—this helps ensure residents can do more of what they enjoy. This inventory tool is important in structuring a care plan that is person-centered and focused on how the resident chooses to spend their leisure time.



Service Instruction Details and Personalized Care Plans

One of the most beneficial features within RTasks is the ability to create person-centered instruction details and times for staff. Examples can include instructions on a common service called AM Cares. After doing a thorough, person-centered assessment the nurse may learn that Mable likes to get up around 9 am, she enjoys a cup of coffee, and likes to eat breakfast in her apartment before she gets dressed for the day. The services of AM cares can be scheduled accordingly, and specifically state these details so no matter who is providing Mable's AM cares for the day the person knows and understands her routine. Residents and families can become an active participant in their care plan with RTasks' assessment tools and service instruction details.

RTasks makes creating these personalized instructions user friendly by allowing nurses the ability to add the instructions while completing the assessment. Nurses completing clinical assessments are able to add service instruction details that help create a plan of care that can be sent electronically to staff. This saves everyone time and considers residents' preferences and needs— a key component of person-centered care.

Snap Messaging and Bulletins

The Snap Message feature within RTasks is another wonderful tool to ensure person-centered care is happening within the facility. Communication in a facility that operates 24-hours per day is a challenge, and RTasks has designed a tool called Snap Messaging that helps solve that challenge. Staff are able to easily send "Snap" Messages to an entire staff group, or an individual staff member. Messages might range from resident or family requests that need to be communicated to another shift, to messages about activities that staff should encourage residents to attend.

Another use of Snap Messages is to use them as an opportunity to create a culture of compliments. Supervisors or staff can pass along messages of support, compliments from family members, shout outs to other staff for their help, or encouraging notes to keep staff motivated! Working in an Assisted Living or Group Home can be stressful and the Snap Messages feature can help remind staff how important their work is to those they serve, which can improve employee morale!

Bulletins are short-term announcements or reminders that appear as banners across the Resident Profile, across any service for that resident, and can appear on the Login Report as an announcement for all staff. From a resident or family member's perspective, it can feel discouraging when they tell a staff member, "Please help make sure Mom is ready by 6:00 pm because we are going out to celebrate her birthday." And when the daughter arrived at the facility, there was a communication breakdown between shifts and her Mom wasn't ready. Snap Messages and Bulletins can help solve this issue and create an environment of trust between residents, family members, and staff. Personal details really matter to families and residents and when staff all have the same information it really helps create a person centered culture!

Behavior Approaches

Many Assisted Living facilities and Group Homes care for people who suffer from illnesses that cause residents to behave in ways that negatively impact that resident's quality of life and the quality of life of those around them. RTasks has created tools that allow nurses to create person-centered care approaches that help address these behavior challenges. For example, if during the assessment or care delivery it is discovered that the resident really enjoys music, and certain songs help distract a resident from a behavior, that approach can be communicated in RTasks and nurses can require staff to document the approach and the success of the approach thus allowing a personalized care plan that can be evaluated and tweaked if necessary.

Person-Centered Care With RTasks

Person-centered care is built on trust, compassion, and treating residents with dignity and respect. With these values at the heart of all services provided, and with help from RTasks software features, staff can create an environment where people live their best lives. RTasks help make a space for meaningful social interactions, a personalized plan of care, and allow residents to feel seen and heard. RTasks is a software designed by people who truly understand person-centered care and will help support and create a space where people feel valued and supported.

[Schedule a demo today!](#)

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Resources

- 1) Brownie, S., & Nancarrow, S. (2013). *Effects of person-centered care on residents and staff in aged-care facilities: A systematic review*. *Clinical interventions in aging*. Retrieved from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3540911/>
- 2) *Quality of Life in Assisted Living Homes: A Multidimensional Analysis*. Academic.oup.com. (n.d.). Retrieved from <https://academic.oup.com/psychsocgerontology/article/55/2/P117/578705>
- 3) Graham, J. (2022, December 5). *Assisted living facilities pressed to address growing needs of older, sicker residents*. Kaiser Health News. Retrieved from <https://khn.org/news/article/assisted-living-facilities-pressed-to-address-growing-needs-of-older-sicker-residents/>