

# Barriers to Providing Person-Centred Care in Residential, Home, and Community Settings for Individuals with Acquired Brain Injury

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Person-Centered practice is:

- COLLABORATIVE
- Aimed at COOPERATION with persons by demonstrating RESPECT and TAILORING care
- INVOLVING and EMPOWERING them in decision making
- ADVOCATING with and for them to meet their needs
- Recognizing the person's experiences and knowledge
- Involves TEAM and ORGANIZATION factors

Core Values of Person-Centered Care:

- RESPECT the person
- INFORMATION gathered from the person and utilized to develop plan
- ESTABLISH and MAINTAIN care to enable COLLABORATION with the person
- The person is the EXPERT

*CARF's mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served.*



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## 1. Leadership:

- ✗ Lack of drive to put in place person-centred practices
- ✓ Build person-centred practices in organization's finances, workforce development, management, operations; and training

## 2. Values:

- ✗ Paternalistic/Custodial
- ✓ Empower; facilitate; rehabilitate "do with" versus "do for"

## 3. Financials:

- ✗ Lack of funding leads to rigidity and formalizing services/lack of individuality
- ✓ Fundraise; present results of services or comparison of services to funders/payers; encourage group funding services versus individualized.

## 4. Staffing:

- ✗ Insufficient education, understanding, and appreciation of PCC techniques
- ✗ Lack of ability to make a decision — "we are not allowed to do that" attitude
- ✗ Scheduling does not facilitate person-centred care
- ✓ Leadership has to drive and endorse person-centred practices — front line staff have to endorse and practice

## 5. Environment:

- ✗ Lack of appropriate equipment, transportation, and geography
- ✓ Fundraise or build alliances for suitable transport and outreach

## 6. Risk Management:

- ✗ Person served blocked doing some activities due to "perceived risk" — err on the side of caution
- ✗ Risk management plans do not address person-centred practices
- ✓ Focus in assessments needs to be on ability not disability

# Steps To Establishing Performance Measurement Management and Improvement (PMMI) Systems

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