

Module 2: Person-Centered Care

<https://www.youtube.com/watch?v=SZiHz9AZAOY>

Lesson 1: Introduction to Person-Centered Care

- <https://www.youtube.com/watch?v=Ddcl-yA88MU>
- “Person-centered” describes a certain way of thinking about people and how you treat them. Every individual is equally deserving of your interest, respect, empathy, compassion, and service.
- Person-Centered Philosophy
- The concepts are organized into 3 categories:
 - (1) LEARNING about people,
 - (2) VALUING people and
 - (3) SUPPORTING people.

Learning about People

- A Commitment to (Ongoing) Discovery:
 - The very best caregivers will always try to learn more about the people they work with and care for.
- Discovering the Whole Person:
 - It is important to learn about your client's physical health needs and the services they receive, but it is equally important to consider their strengths and abilities.
- Recognizing and Respecting Worldviews, Perspectives, and Attitudes
- Learning What is "Important TO" and "Important FOR" the Person:
 - "Important TO" is something you value. It includes the things that make you happy, comfortable, fulfilled, and satisfied. Spending time with friends, going shopping, and eating your favorite foods may all be important TO you.
 - "Important FOR" are the things that keep you safe and healthy. Getting enough exercise, paying bills and drinking lots of water might be examples of things that are important FOR many people.
 - Your scope of practice as a person-centered caregiver is to help clients find a good (for them) balance between the two
- Learning to Communicate Effectively with the Person

Valuing People

- seeing the best in them and appreciating what they have to offer.
- accepting them just as they are (rather than what they could become). Sometimes we call this unconditional positive regard. You can show someone that you value them with your words and behaviors.
- Accepting the whole person means accepting their physical capabilities, their personal beliefs, their morals, values, and views of the world. When we accept these, we recognize their values and don't try to change these to meet our personal views.
- Showing Respect and Dignity, Person-First Language, Identity-First Language, Recognizing the Dignity of Risk, Celebrating Cultural Identity, Diversity, and Individuality

Supporting People

- Promoting Choice, Direction, and Control
- Promoting Self-Determination, Self-Direction, Autonomy, and Independence
- Exercising Power With Rather than Power Over
- Building Healthy Relationships
- Facilitating Teamwork
- Tailoring your Care
- Advocating for the Person

Lesson 2: Honoring Differences

<https://youtu.be/ddcl-ya88mu>

- Key Terms
- **Bias:** tendency, trend, inclination, feeling or opinion that is not necessarily true.
- **Cisgender** (adj): a person whose gender identity matches the sex assigned at birth.
- **Creed:** a system of religious belief or faith.
- **Culture:** the customs, language and practices of a specific group of people. Includes views about food, dress, religion, family relationships and roles.
- **Ethnicity:** a grouping of people who share a common culture, religion, language, etc.

- **Gender Expression:** how a person's name, pronouns, clothing, haircut, behavior, voice and/or body characteristics express their gender.
- **Gender Identity:** a person's internal, deeply held sense of their gender.
Heritage: the traditions and culture that we inherit.
- **Intersex** (adj): people whose anatomy and/or genetics show both male and female characteristics.
- **Mindfulness:** being aware of one's own thoughts, emotions, or experiences on a moment-to-moment basis.
- **Race:** a social division of people based on certain physical traits such as skin color.
- **Religion:** a system of beliefs, ceremonies and rules used to worship a god or group of gods.
- **Rhetoric:** language with a persuasive effect that often lacks sincerity or meaningful content.
- **Sexual Orientation:** a person's enduring physical, romantic, and/or emotional attraction to members of the same and/or other sex.

Honoring Differences

means respecting a client's culture, background, and individuality. Caregivers should work to become aware of their own biases and take action to overcome them so that they can provide equitable care.

- **Culturally Appropriate Care**

- Identity and Individuality- Each person is a unique and worthwhile individual.,
- Intersectionality- Intersectionality is the idea that cultures and identities overlap.,
- Cultural Self-Reflection . Before you can honor and respect a client's identity and culture, you need to be aware of how your own background and life experiences shape your view of the world -,
- Getting to Know the Client- Get to know each client as a unique individual.,
- Cultural Humility- Providing culturally appropriate care is more than having knowledge about various cultures.

- **Bias:**
- a natural function of our minds that helps us make sense of our complicated world. It s can be positive or negative, and either conscious or unconscious.
 - Explicit vs. Implicit Bias:
 - Explicit bias exists when a person is aware of their prejudice and attitudes towards certain groups.
 - Implicit bias is unconscious. We are not aware that we have these biased feelings.
 - Negative Effects of Implicit Bias,
 - Bias in Long-Term Care Settings,
 - Reducing Implicit Bias

- **Respecting Sex and Gender Identity:** Sexual orientation and gender identity are key parts of a person's sense of self. The freedom to be ourselves is essential to our quality of life. People who are part of the lesbian, gay, bisexual, transgender and queer (LGBTQ) communities may not feel safe to live openly.
 - LGBTQ Population and Demographics,
 - Disparities in Long-Term Care,
 - Best Practices for Creating a Safe Environment: Accept that body parts do not define a person's gender identity.

- Respectful Language:

- L – Lesbian: A woman who is emotionally, romantically, or sexually attracted to other women.

- G – Gay: A man who is emotionally, romantically, or sexually attracted to other men. Also an umbrella term for people who are LGBTQ.
 - B – Bisexual: A person emotionally, romantically, or sexually attracted to more than one gender.
 - T – Transgender: An umbrella term for people whose gender identity is different from the sex assigned at birth. Transgender is a description of gender identity rather than a sexual orientation. People who are transgender may be of any sexual orientation.
 - Q – Queer: A term people use to express fluid identities and orientations. Often used interchangeably with “LGBTQ.” “Queer” was previously used as a slur, and not everyone is comfortable using it. “Q” may also stand for “Questioning.” This describes people who are exploring their sexual orientation or gender identity

- Honoring Gender Identity,

- Anatomy and Transgender,

- Pronouns,

- He/him/his/himself • She/her/hers/herself • They/them/theirs/themselves
 - Ey/em/eir/eirs/emself • Ze/hir/hir/hirs/hirself

- gender-neutral title that is an alternative to Mr., Mrs., Miss, and Ms. It is “Mx.” (pronounced “mix.”)

- Making Mistakes

- If you accidentally use the wrong name or pronoun with someone, simply apologize, correct yourself, move on, and practice on your own for next time. Most people will appreciate that you are trying to be respectful even if you make a mistake.

