


HOT TOPICS

CULTURE CHANGE in ACTION WEBINARS
Growing Person-Centeredness

Welcome to today's webinar

Back to Basics: Sometimes the Answer is Not a Shiny New Penny!




Joanne Rader

Pioneer Network

Objectives:

- Define basic concepts and practices that support PCC
- Examine basic concepts related to bathing without a battle
- Identify and explore at least two other basic concepts and practices that support best practice



Five basic principles:

1. Know the person
2. It's all about relationship
3. Listen to the person
4. Learn to speak the language of dementia
5. No forced care

1. Know the person

[2017 Lecture with Elizabeth on the subject of Skin Touch](#)

2. It's all about relationship

- ▶ Does it make any sense, in any world, that you would allow someone to touch you and take your clothes off before you give permission or before you know them?
- ▶ How do you get permission?
 - ▶ Create a relationship

Here is how

- ▶ Pre-preliminaries from Humanity
 - ▶ Knock, knock, knock
 - ▶ Make eye contact
 - ▶ Make verbal contact
 - ▶ Try touch if have the others
- ▶ Need at least 2 to get consent to proceed

3.Listen to the person - words, sounds, facial expression and other behaviors

- ▶ All behavior has meaning and is a form of communication
- ▶ And that includes YOUR behavior!!!!

An example of learning the language of dementia

General strategies: calm, flexible, guiding, simplify, go slow

- | | |
|-------------------------------------|--------------------------------------|
| ▶ Verbal Approaches | ▶ Nonverbal Approach |
| ▶ Concrete, exact, positive phrases | ▶ Attitude and mood are contagious |
| ▶ One step commands | ▶ Make eye contact |
| ▶ Yes/no questions | ▶ Approach from front or slight side |
| ▶ Use props | ▶ Get low |
| ▶ Avoid arguing or reasoning | ▶ Use gestures |
| ▶ Ask for their opinion | ▶ Use touch to guide |

5. No forced care

What has gone wrong?

- ▶ Didn't listen to resident's choice and concerns
- ▶ Used forced - so focus on task not person
- ▶ Limited vision about possible options
- ▶ Not feeling like as caregiver could make decisions at bedside.

What has changed?

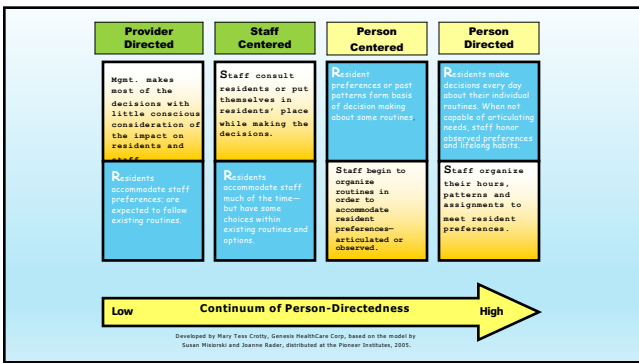
- ▶ Resident feels listened to
- ▶ Resident's privacy and comfort taken into account - creativity and sensitivity
- ▶ Task being done in context of a relationship
 - Compliments
 - Conversation about thing resident is interested in

Can it be better or is it good enough?

How does the resident feel after this experience?

How does the caregiver feel?

How does this help with recruitment and retention?




Five basic principles:

- ▶ Know the person
- ▶ It's all about relationship
- ▶ Listen to the person
- ▶ Learn to speak the language of dementia
- ▶ No forced care - bathing 3 videos

QUESTIONS?






Growing Person-Centeredness
**CULTURE CHANGE
in ACTION
WEBINARS**



Wednesday, December 9, 2020

**Let's Talk About Sex: Intimacy,
Sexual Expression, and Living
with Dementia**

Faculty:
 Vicki L. Schmall, Ph.D., *Executive Director and Gerontology Specialist with Aging Concerns in Oregon*
 Evy Cugelman, RN, *Gerontological Nurse Educator/Consultant*
 Elizabeth Edgerly, Ph.D., *Executive Director of the Alzheimer's Association, Northern California*

**A Conversation With Friends on
Collective Trauma and Coping
During The Holidays**

Thursday, December 10, 2020
1:00 pm - 2:00 pm EST





Growing Person-Centeredness
**CULTURE CHANGE
in ACTION
WEBINARS**

December 1
CHANGE
CONVENE HONOR ADVOCATE NURTURE GUIDE ENGAGE
Pioneer Network GIVINGTUESDAY
