



## Tip #3

# Care Conferences: *Developing a portrait of the person*

Care Conferences are the ultimate “selfie!” The conference is an opportunity to really examine the person and their preferences and needs. If we are discussing the PERSON, it is important for them to be at the meeting and share their wishes. It is also essential to include those who know the person best – the direct care staff and family members. A care conference isn’t just a time to meet requirements; it is a chance to learn about the person and how to adapt care to meet their individual needs.

### Action items:

- Review your current process:
  - Are you including the resident? If not, how can you make sure they participate?
  - Does direct care staff attend? If not, make it possible for them to attend. Invite them to come, provide backup for them to get away, and help them know what to contribute.
  - Are family members participating? Is the conference held at a time convenient for them to attend? Can you Skype call or conference call them to include them if they live far away?
  - What is the goal of the meeting? Make sure this is the RESIDENT’S care plan, not the staff’s.
- Visit the Advancing Excellence Website/Advance Care Planning (ACP) to review best practices regarding person centered care conferences:  
<https://www.nhqualitycampaign.org/goalDetail.aspx?g=PCC#tab4>
- Take note of the Care Conference page on the Person-Centered Tracking form. Use this to evaluate whether or not important team members such as direct care givers, as well as the resident and their family members have attended and if not, what was the reason behind this. For this tracking form go to: <https://www.nhqualitycampaign.org/goaldetail.aspx?g=pcc#tab2>

### For more information and training:

- To find out more about the Advancing Excellence Person Centered Care Goal, go to: <https://www.nhqualitycampaign.org/goalDetail.aspx?g=PCC#>
- For more information and education on Person-Centered Care in Missouri, go to the MC5 (Missouri’s Culture Change Coalition) website at: <http://www.momc5.com/>
- For more information about Person Centered Care and training across the country, go to the Pioneer Network website at: <http://www.pioneernetwork.net/>

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