



Person-Centered Practices in VD-HCBS

Agenda

- Importance of person-centered practices in VD-HCBS
 - ▶ Veteran & caregiver perspective
 - ▶ VHA perspective
 - ▶ ACL perspective
- Aging and Disability Network Agency (ADNA) and VAMC roles in advancing person-centered practices
- VD-HCBS Caregiver Survey
- Policy Updates from VA Central Office and ACL

Benefits of Person-Centered Counseling: Veteran and Caregiver Perspective

- Veteran Perspectives
 - ▶ “As a result of the excellent service and funding from this program, I am able to continue living on my own with my dog, in my own home, even though I am 90 years old and blind.
-Mr. White, Veteran (New Jersey)
- Caregiver Perspective
 - ▶ “I enrolled in the VA program because I was taking care of my husband 18 hours a day...for the first time in a long time I am free to leave my house...To not be stuck in the house 7 days a week is highly beneficial for the emotional outlook. I am not as depressed as I was. I don’t sleep as much. I am out there enjoying life.”
-Mrs. Kneafsay, Caregiver (New Jersey)

Benefits of Person-Centered Counseling: VHA Perspective

- Nationwide Network of Aging & Disability Partners with experience in Person-Centered Counseling expands coverage for VAMCs
- Person-Centered Counseling embodies several VHA core principles
 - ▶ Expand access to care for Veterans
 - ▶ Leverage community partnerships
 - ▶ Deliver innovative services that enhance Veteran's experience with VA
- Person Centered Counselors help Veterans have choice and control over their home and community based services
- Supports rebalancing efforts, allowing Veterans with high levels of personal care needs and complex conditions to remain home and live independently

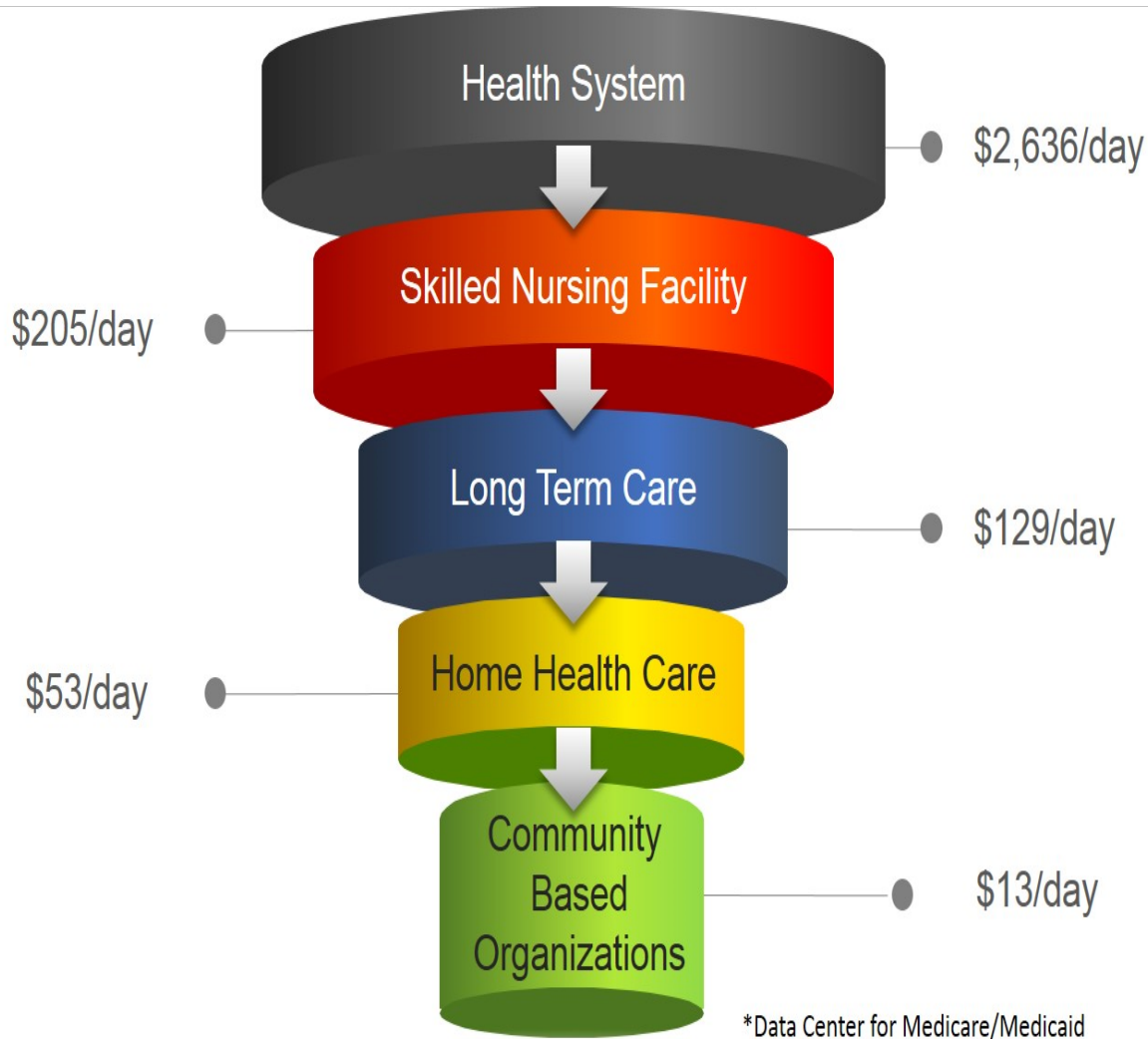
Benefits of Person-Centered Counseling: ACL Perspective

- Person-Centered Counseling is an interactive process whereby Veterans, family members, and others important to them are supported by a trained counselor in their decision making about LTSS.
- A person-centered system recognizes every individual is unique and can respond flexibly to each individual's situation, strengths, needs, and preferences.
- Person-Centered Counseling facilitates informed choice of available options, including public resources, private resources, and informal supports.

4 Ways to Spend Money

Milton Friedman

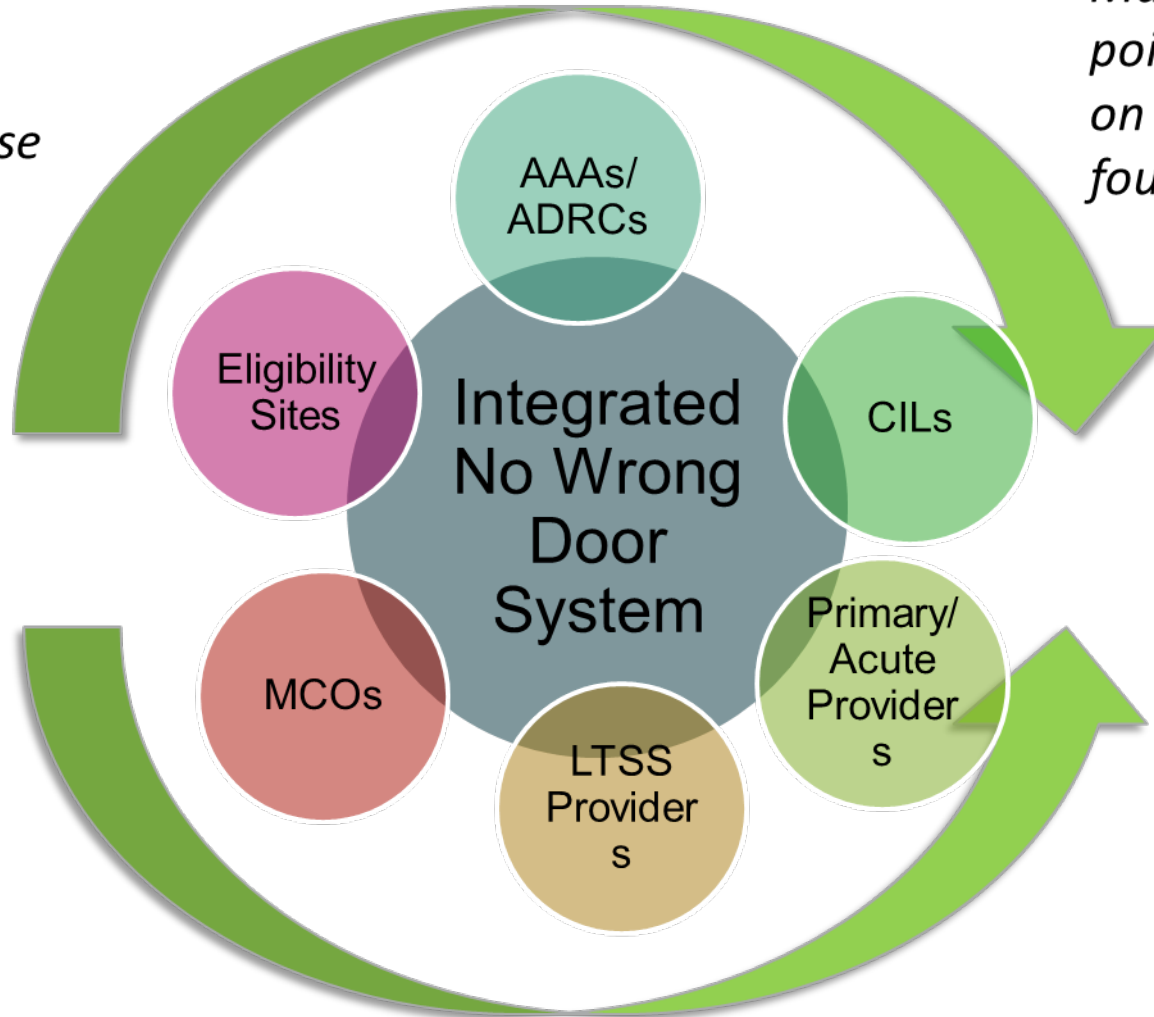
	Yourself	Someone Else
Your Money	Economize and seek highest value	Economize, but don't seek highest value
Someone Else's Money	Don't economize, but seek highest value	Don't economize and don't seek highest value



The Goal: LTSS Integrated System

Statewide database of services for use for all entry points regardless of payer

Multiple entry points, but built on the same foundation



Measuring quality and improving performance

Easy to use data collection system

One common identifier for consumer throughout his/her LTSS experience

Person-Centered Counseling Function: A Brief Evolution

- **2003** – ADRCs launched as national demonstration
- **2010-2012** – Options Counseling Standards and Core Competencies developed
- **2012** – Developed draft set of core training courses for Options Counselors
- **2012-2013** – Defined Options Counselors’ job duties, knowledge, skills, and abilities
- **2013-2015** – Tested and enhanced training courses for Options Counselors, later Person-Centered Counselors
- **2016** – Piloted and evaluated Person-Centered Counseling Training Program (PCCTP) designed for anyone performing the Person-Centered Counseling Function

ADNA & VAMC Partnerships to Advance Person Centered Practices

Shawn Terrell, ACL Central Office

Social Determinants of Health

- Institute of Medicine
 - ▶ Accounting for Social Risk Factors in Medicare Payment: Identifying Social Risk Factors
 - ❑ Socioeconomic position
 - ❑ Race, ethnicity, and cultural context
 - ❑ Gender
 - ❑ **Social Relationships**
 - ❑ Residential and community context
 - ❑ Health literacy

Source: <https://www.nap.edu/catalog/21858/accounting-for-social-risk-factors-in-medicare-payment-identifying-social>

Social Relationships

- Consequences for health:
 - ▶ Marital Status, Living Alone, Social Support, Influence:
 - ❑ Appropriate health care utilization
 - ❑ Improved clinical processes of care
 - ❑ Lower costs
 - ❑ Improved health outcomes
 - ❑ Improved patient/person experiences
 - ▶ No literature indicating that social relationships may influence patient safety.

Proposition

- Services targeting increases in social support, marriage, and decreases in loneliness should result in
 - ▶ Appropriate health care utilization
 - ▶ Improved clinical processes of care
 - ▶ Lower costs
 - ▶ Improved health outcomes
 - ▶ Improved patient/person experiences
- With benefits accruing to HCBS and medical spheres
- Potential for Value Based Purchasing

Person-Centered Thinking and Shared Decision Making

Person Centered Thinking Skills

- Sorting important to/for
- Relationship mapping
- Understanding rituals/routines
- Good day/bad day
- Life Trajectory
- Non verbal communication
- Positive reputation
- Dispute resolution
- Matching supports
- WRAP
- Document ongoing learning
- Organization change

Value Added

Shared Decision Making Essential Elements (Cochrane)

- Define and explain the healthcare problem
- Present options
- Discuss pros and cons (benefits, risks, costs)
- Clarify patient values and preferences
- Discuss patient ability and self-efficacy
- Check and clarify the patient's understanding
- Present what is known and make recommendations
- Make or explicitly defer a decision
- Arrange follow-up

What do we mean by Person-Centered Thinking, Planning, and Practices?

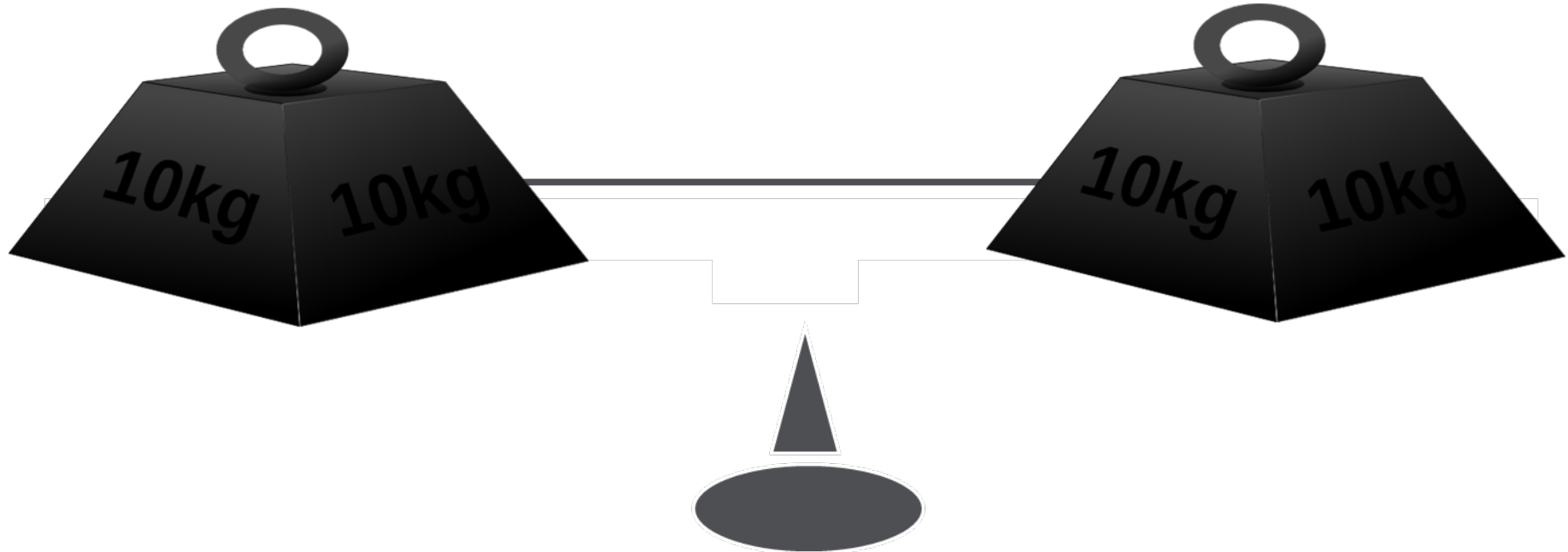
Person-Centered Thinking, Planning and Practice (PCCTP)

Thinking	A set of value based assumptions (beliefs)
Planning	A planning process for LTSS needs
Practice	A practice at all levels

Core Concept: Balancing Important To and Important For

Important To

Important For



Important To

- What is important to a person includes those things in life which help us to be satisfied, content, comforted, fulfilled, and happy. It includes:
 - ▶ People to be with/relationships
 - ▶ Things to do & places to go
 - ▶ Rituals or routines
 - ▶ Rhythm or pace of life
 - ▶ Status & control
 - ▶ Things to have

Important To

- Includes what matters the most to the person – their own definition of quality of life.
- What is important to a person includes only what people “say”:
 - ▶ With their words
 - ▶ With their behavior

When words and behavior are in conflict, pay attention to the behavior and ask, “Why?”

Important For

- Issues of health
 - ▶ Prevention of illness/injury
 - ▶ Treatment of illness/medical conditions
 - ▶ Promotion of wellness (e.g. diet, exercise)
- Issues of safety
 - ▶ Environment
 - ▶ Well being (physical and emotional)
 - ▶ Free from fear and exploitation
- What others see as necessary to help the person:
 - ▶ Be valued
 - ▶ Be a contributing member of their community

Important To and For are Connected

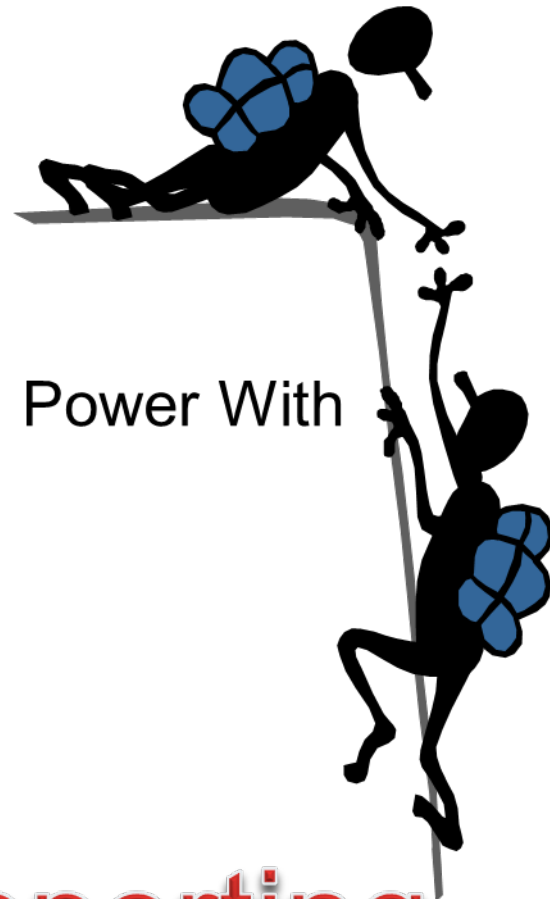
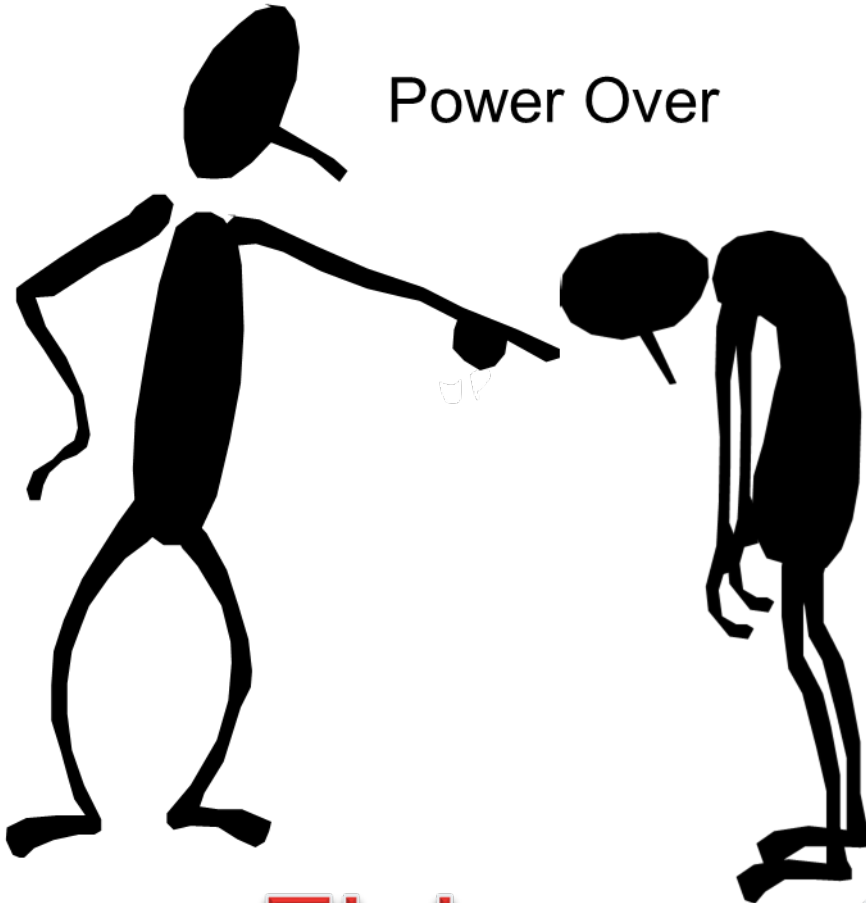
- Important To and Important For influence each other
- No one does anything that is Important For them (willingly) unless a piece of it is Important To them
- Balance is dynamic (changing) and always involves tradeoffs:
 - ▶ Among things that are Important To
 - ▶ Between Important To and For

Learning Community Approach

- All entities need to be engaged in continuous learning
 - ▶ Questions to explore:
 - ❑ Are we supporting the Veteran in choice, control, and direction?
 - ❑ Do we know what is important to the Veteran?
 - ❑ Do we know what is important for the Veteran?
 - ❑ Have we described a “good” balance between important to and important for?
 - ❑ Have we helped the Veteran explore where and how to get the services and supports that will achieve and/or maintain the balance?
 - ❑ How are we going to know if what we described is working or needs to change?

Learning about Support

Power Over



Power With

Fixing vs. Supporting

Levels of Change

Level 1



Any change that results in a positive difference in the lives of people who use services or in your own work life

Level 2



Any changes an organization makes to its practices, structure or rules that result in positive differences in the lives of people

Level 3

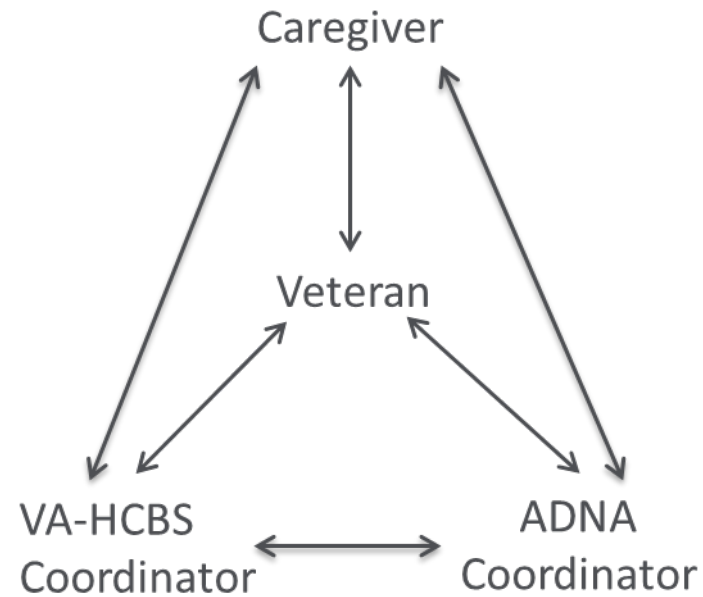


Any change in practice, structure and rules made at the system level. These changes have an effect on many organizations, and therefore many people's lives

VD-HCBS Caregiver Survey

Jim Rudolph, MD
Kali Thomas, PhD

VD-HCBS Partnership



VA CARES

VA Caregiver Support Program

- Initially focused on OEF / OIF
- Expanding to understand caregiving in other programs
- Refined Assessment of Caregiving (10-20min)
 - ▶ Caregiving Burden
 - ▶ Financial Strain
 - ▶ Loneliness
 - ▶ Depressive Symptoms
 - ▶ Self Rated Health

Seeking Your Input on Processes

- Newly enrolled VD-HCBS Veterans
- ADNA Person-Centered Counselor leaves paper survey for caregiver
 - ▶ Self-addressed Stamped Envelope included
- Caregiver Completes Survey & Return to Providence VAMC
- We coordinate with Caregiver Support Program re: data entry and analysis

Questions, Comments, Concerns

- James.Rudolph@va.gov

Policy Updates

Dan Schoeps, VA Central Office

Policy Updates

- FY 2018 Outlook for VD-HCBS
- VA Choice Legislation
- VA Choice Provider Agreements

Closing

- Please provide feedback:
 - ▶ <https://www.surveymonkey.com/r/OctVDHCBSWebinar>
- The next Quarterly Educational Webinar will be held:
 - ▶ January 17, 2018
- Please email veterandirected@acl.hhs.gov with any questions.
- Thank you for joining today.