



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 his or her preferences and needs. If we are discussing the PERSON, it is important for him or her to attend the meeting and share his or her wishes. It is also essential to include those who know the person best, e.g., direct care staff and family members.

A care conference is not just a time to meet requirements. It is a chance to learn about the person and how to adapt care to meet his or her individual needs.

Action Items

- Review your current process.
 - Are you including the resident? If not, how can you make sure he/she participates?
 - 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 video call or conference call them, if they live far away?
 - What is the meeting's goal? Make sure you discuss 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 at <https://www.nhqualitycampaign.org/goalDetail.aspx?q=PCC#tab4>.
- Take note of the Care Conference page on the Person-Centered Tracking Form. Use this to record whether important team members (i.e., direct caregivers, the resident and their family members) have attended, and if they have not attended, the reasons why. For this tracking form, go to <https://www.nhqualitycampaign.org/goaldetail.aspx?q=pcc#tab2>.

For more information and training...

- About the Advancing Excellence Person-Centered Care Goal, go to <https://www.nhqualitycampaign.org/goalDetail.aspx?q=PCC#>.
- About person-centered care in Missouri, go to the MC5 (Missouri's Culture Change Coalition) website at <http://www.momc5.com/>.
- About person-centered care across the country, go to the Pioneer Network's website at <http://www.pioneernetwork.net/>.



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