

Person Centered Care (PCC) Pilot Collaborative Learning Session 1

Thursday, October 21, 2004
Health Services Advisory Group
1600 E. Northern Ave., Ste. 100
Phoenix, AZ 85020

OBJECTIVES

Learn about:

- The philosophy of Person Centered Care (PCC).
- A business case for nursing home culture change.
- The compatible relationship between regulations and nursing home culture change.
- How to start on your PCC journey.

AGENDA

8:30 a.m. **Registration, Networking, and Continental Breakfast**

9:00 a.m. **Welcome and Opening Comments**.....Mary Fermazin, MD, MPA
Vice President, Health Policy & Quality Measurement, HSAG

- Introductions

9:45 a.m. **Business Case for Person Centered Care**.....Joe Bestic, NHA, BA
Clinical Quality Specialist, HSAG

10:30 a.m. **Break**

10:45 a.m. **How the Laws, Regulations, and Survey Guidelines
Support Culture Change**.....Sylvia Balistreri, RN, BSN
State RAI Coordinator, ADHS

- Examples
- Myths
- Regulatory Underpinnings
- Survey Training!



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AGENDA (CONTINUED)

12:00 p.m. **Lunch (Lunch is Provided)**

12:45 p.m. **After Lunch Line Dance!**.....Kathy Bailey, LMSW
Clinical Quality Specialist, HSAG

1:15 p.m. **Project Overview and Framework**.....Joe Bestic

- Culture Change: From Institutional Care to Individual Care
- Person Directed Care Foundations
- Way of Inquiry

2:00 p.m. **Break**

2:15 p.m. **Getting Started in Your Culture Change Journey
(Closed Session)**.....Joe Bestic and Kathy Bailey

- Leadership
- Home vs. Homelessness
- What Do You Need For a Good Start to YOUR Day
- A Case Study
- Now What Do I Do?

4:45 p.m. **Questions and Wrap-Up**

