

Person Centered Care (PCC) Pilot Collaborative

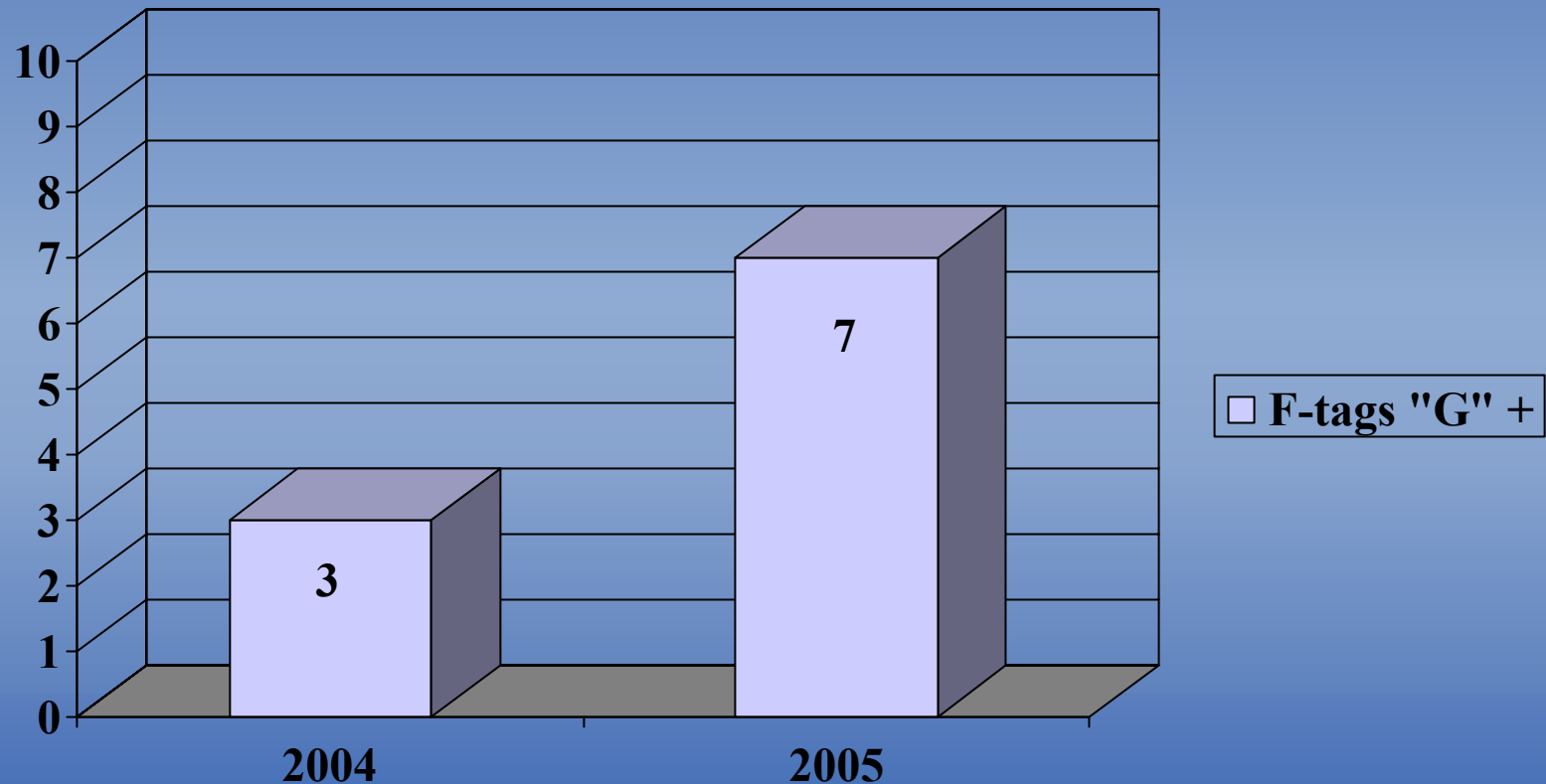
OUTCOMES CONGRESS July 21, 2005

ARIZONA DEPARTMENT OF
HEALTH SERVICES
Office of Long Term Care Licensing

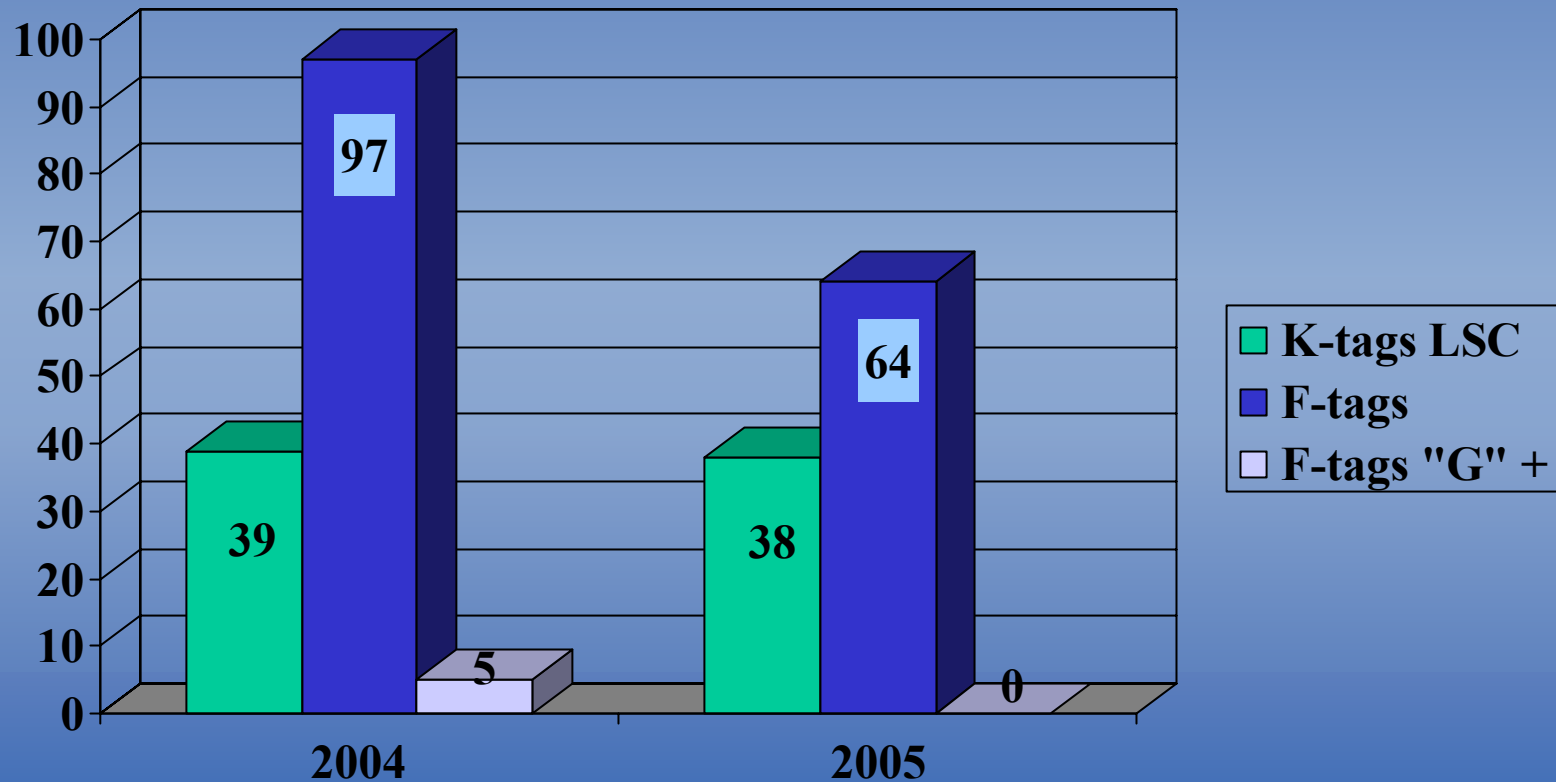


Arizona Department of Health Services
Division of Licensing Services

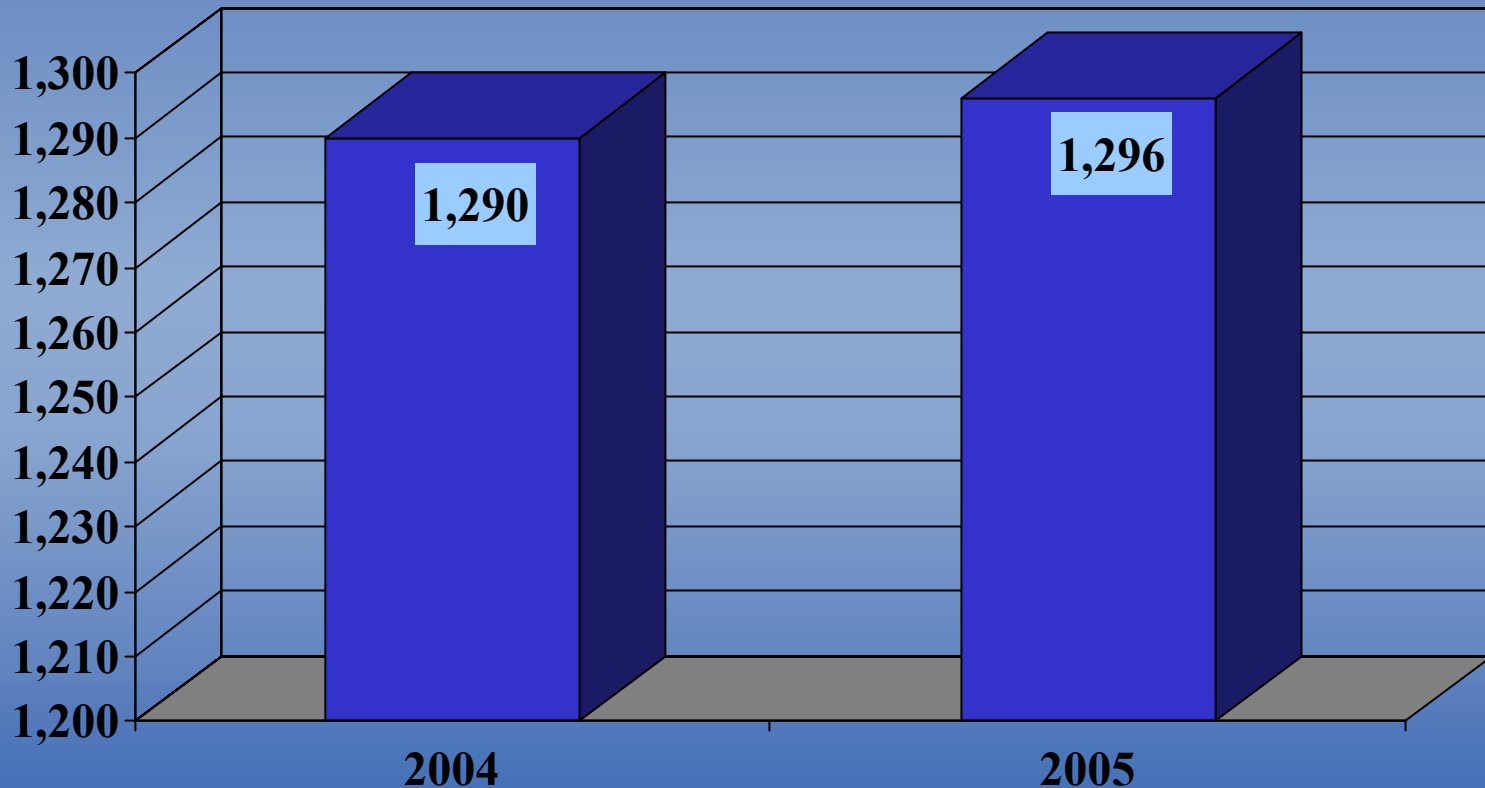
NUMBER OF DEFICIENCIES (Arizona SW Nursing Homes)



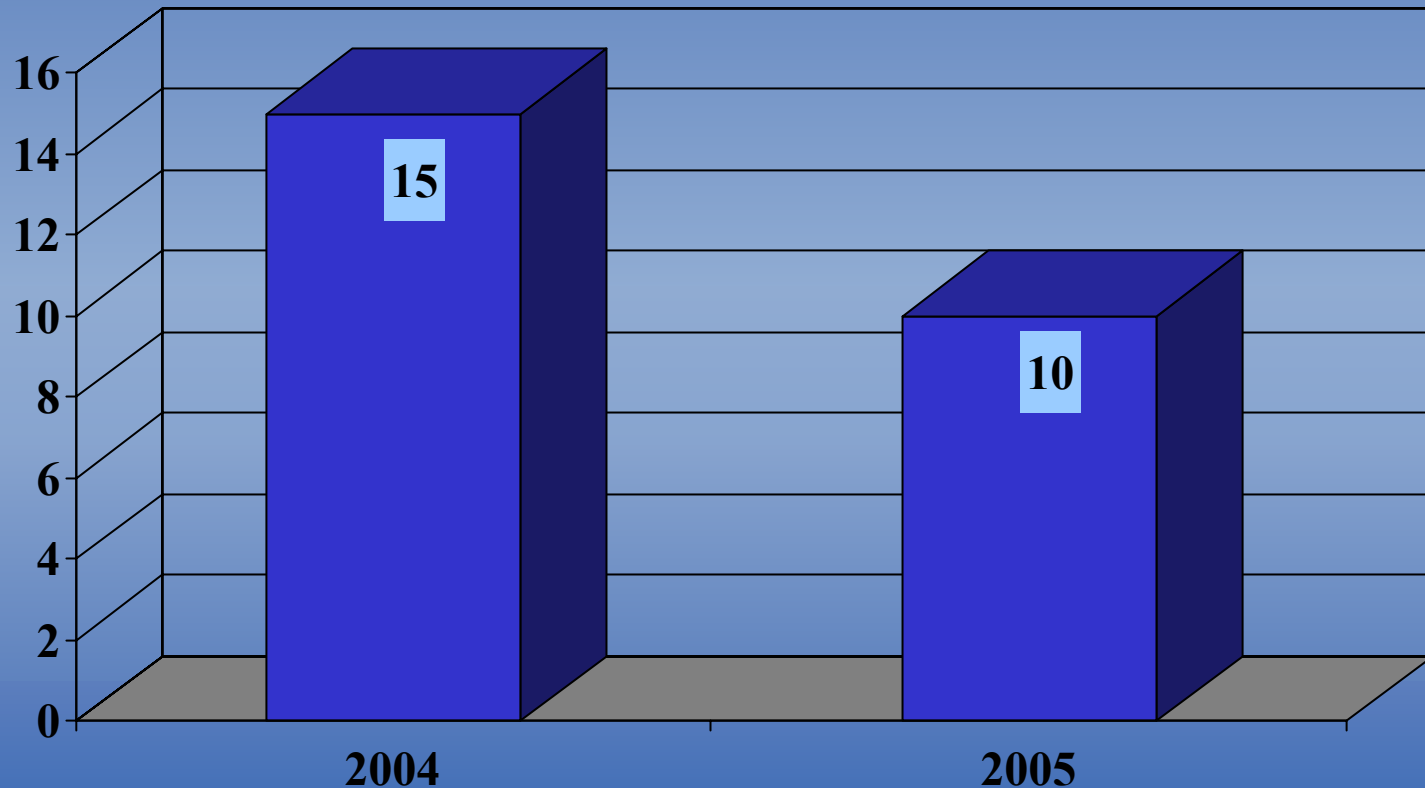
NUMBER OF DEFICIENCIES (Aggregate of 8 Pilot Nursing Homes)



NUMBER OF COMPLAINTS (Arizona SW Nursing Homes)



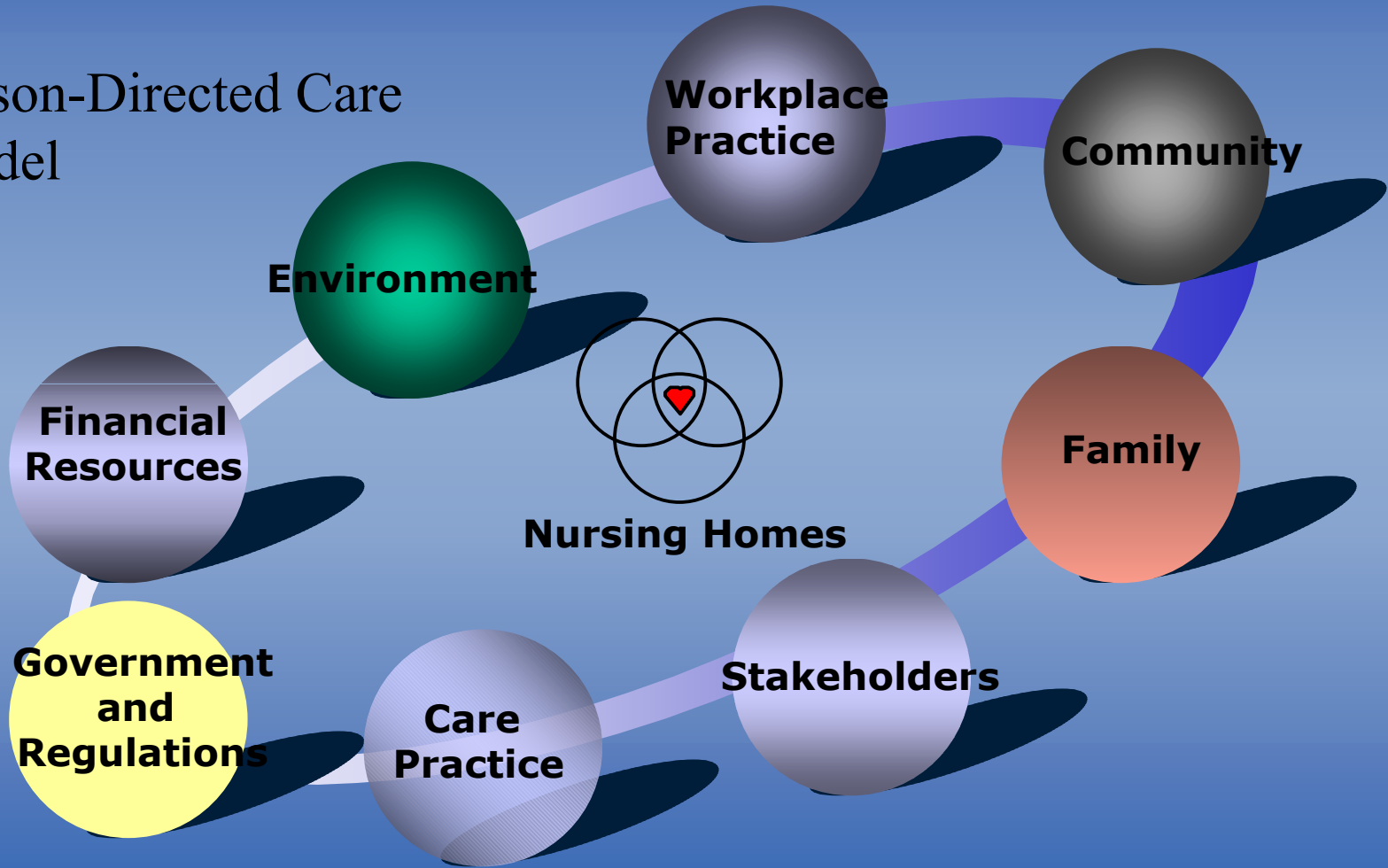
NUMBER OF COMPLAINTS (Aggregate of 8 Pilot Nursing Homes)



St. Louis Accord

June 8-9, 2005

Person-Directed Care
Model



Arizona Department of Health Services
Division of Licensing Services

Cultural Transformation at the State Agency

- Hiring an Interdisciplinary Regulatory Team
- Focus on Team Building
- Training in Compliance and NH Culture Change
- Collaborations—Continuity of Care
- Attitude Shift from Us vs. Them to Us vs. the Problem
- “By celebrating what’s right, we have the energy to fix what’s not.”



RESOURCES

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