

Driving An Agenda for Person Centred Approach and DCM

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Critical first step

- Clarify for self and others
 - what Person Centred Approach is
 - what DCM is
 - how they fit together

Person Centred Approach



Other KPIs

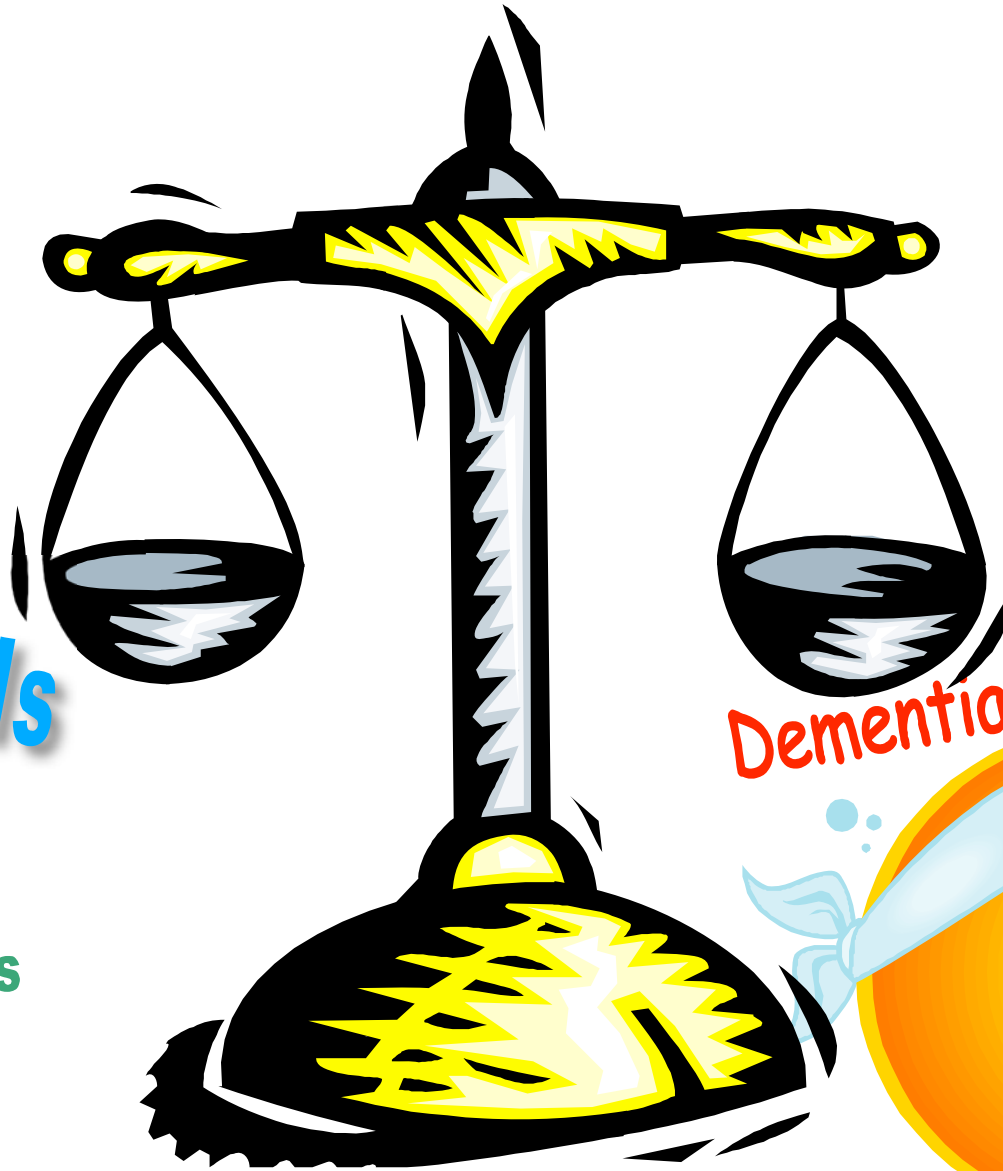
Falls

Infections

Incident reports

Staff turnover

Sick leave



Dementia Care Mapping



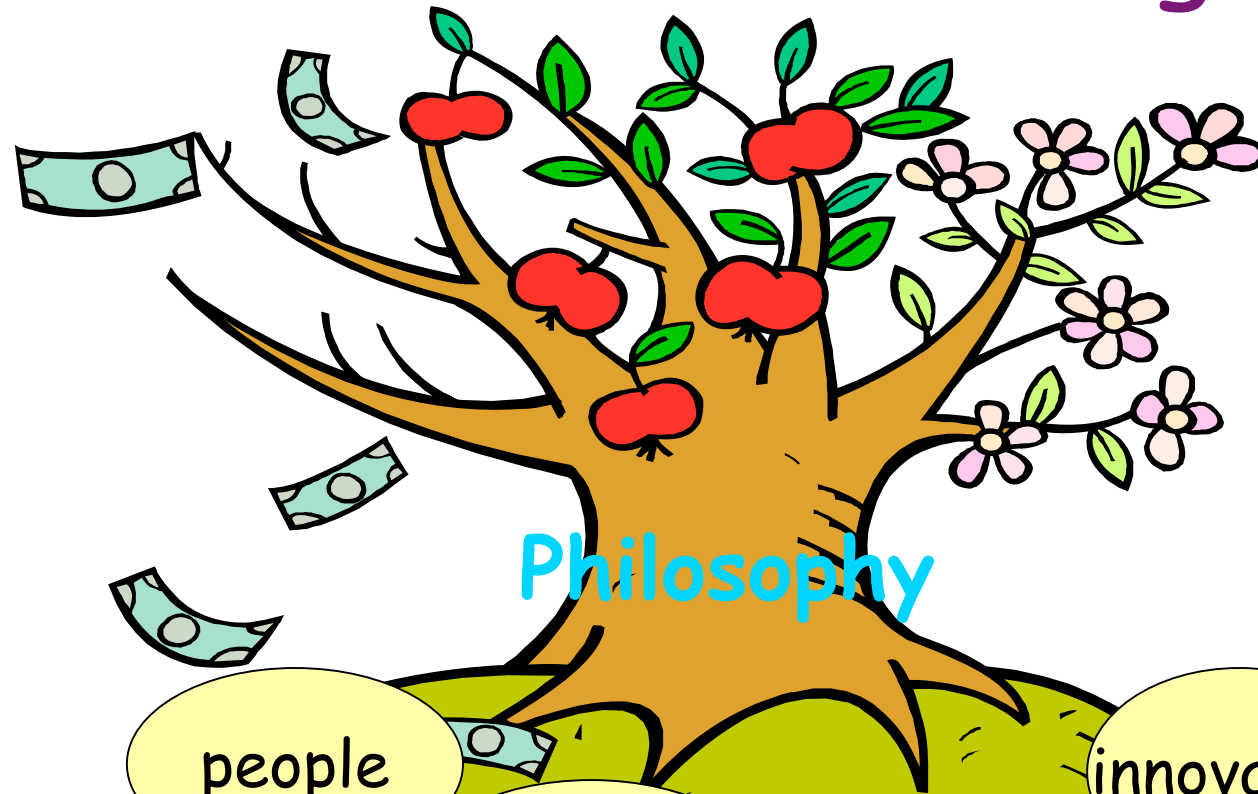
Organisational readiness

- Where is the organisation at in its development?
- How do you know?
 - Vision statement or purpose
 - Organisational scan -all areas
 - Management style and culture
 - Funding model
- Audit tool

PCA

- How does PCA contribute to meeting business outcomes?
- Not enough to focus on care benefits
- Must connect to the business
- Look at the research about organisational culture and successful businesses
- Why is this important?

To enable wellbeing



Philosophy

people

innovation

beliefs

care

learning

beliefs

behaviours

beliefs

beliefs

behaviours

behaviours

behaviours

The destiny of our demography: from pyramid to ... coffin?

Age structure



PRODUCTIVITY
COMMISSION

Identify the benefits

- What's in it for them?
 - Think broadly
 - Think clinically and financial
 - Think equipment maintenance/repair costs
 - Think image and attracting staff
 - Think legislative requirements
 - Think cost benefits - eg retention rates

Prepare Senior Staff

- Prepare a project outline for PCC
- Present to the key people - leaders, decision makers
- Identify where the project fits with the goals/vision for the organisation (values)
- How does the project translate into actuals (beliefs)
- Outline expectations this project would place on them as individuals (behaviours)
- How do you know you have 'buy in?'

Where does DCM fit in?

- Core value of Care
- Belief - that we care about and for each other
- Behaviour - we will have processes to measure progress - Key Performance Indicators
- DCM is one KPI

Prepare staff and relatives

- Introduce DCM to staff
- Clearly outline what DCM will be evaluating
- Outline expectations of staff
- Outline the process
- Answer their questions
- Ask for expressions of interest for DCM training

Key questions

- If we introduce PCC & DCM
 - How does PCC and DCM contribute to meeting the mission statement?
 - What's in it for them?