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**PERSON-CENTERED CARE DOMAINS OF PRACTICE**  
**General Home and Community Based Services Attributes**  
**and Assisted Living Indicators**

## **INTRODUCTION**

Person-centered (PC) outcomes are a critical underpinning of all aspects of desired assisted living practices and care. A service planning and operational process that is focused on PC is able to deliver on the core promises of assisted living including: maximizing privacy, autonomy and choice; meaningful access to the surrounding community; experiencing meaningful life and engagement and quality care.

While there is as yet no official definition of PC, its supporters generally agree that PC outcomes are achieved through an on-going process of assessing and ensuring an entity's culture and operation are aligned with PC practices and are supporting well-being for individuals in a relationship-based, home environment.

In 2009, the Centers for Medicare & Medicaid Services (CMS), which administers the Medicaid program, announced its intention to define "community living" and to apply the definition across all of its Medicaid home and community-based service and support (HCBS) programs. The *Federal Register* published CMS' proposed Medicaid HCBS rules on April 15, 2011. In order to be able to distinguish person-centered practices from institutional ones, CMS intends to identify person-centered attributes and indicators for HCBS programs.

In order to assist CMS in identifying these person-centered attributes and indicators, board members from the Center for Excellence in Assisted Living (CEAL) developed unanimous recommendations for person-centered HCBS attributes and assisted living indicators and submitted them during the public comment period ending on June 14, 2011.

## **ABOUT THIS DOCUMENT**

This document outlines PC attributes that should be found in all HCBS settings, as well as specific and measurable indicators of these attributes in assisted living. The attributes and indicators were developed through a consensus process that was further informed by a diverse group of assisted living, HCBS, and long term quality experts at an invitational meeting convened by the University of North Carolina-Chapel Hill and CEAL in Washington, DC on June 3<sup>rd</sup> through the generous support of The Commonwealth Foundation. Each attribute and indicator in the following matrix received unanimous approval among the eleven national organizations that comprise the CEAL Board of Directors.

Representatives from the following agencies and organizations participated in a meeting held on June 3rd, 2011:

- CEAL Board of Directors
  - AARP
  - Alzheimer's Association
  - American Assisted Living Nurses Association
  - American Seniors Housing Association
  - Assisted Living Federation of America
  - Consumer Consortium for Advancing Person-Centered Living
  - National Center for Assisted Living
  - NCB Capital Impact
  - LeadingAge
  - Paralyzed Veterans of America
  - Pioneer Network
- BMA Management
- CMS, Division of Long-Term Services and Supports
- Concepts for Community Living
- Evergreen Estates Senior Living
- The Green House Project
- Long Term Quality Alliance
- Picker-Commonwealth Fund Long-Term Quality Improvement Program
- Planetree

The domains used for the structural framework of PC are derived from a CEAL white paper titled, *Person-Centered Care in Assisted Living*, and include:

1. Core values and philosophy (personhood; respect & dignity; autonomy, choice & independence; and privacy)
2. Relationships and sense of community (belonging)
3. Governance / ownership
4. Leadership

5. Workforce practices
6. Meaningful life and engagement
7. Services
8. Environment
9. Accountability

It should be noted that the term “individual” is used throughout the matrix to describe “the person receiving HCBS”.

## Domain 1a. Personhood; Respect and Dignity; Autonomy; Independence and Choice

General HCB Person-Centered Attributes	Assisted Living PC Indicators
<ul style="list-style-type: none"> <li>Learn and find ways to support the ‘personhood’ of every individual - the personhood of the individual should not get lost in their disability or disease.</li> </ul>	<ul style="list-style-type: none"> <li>Individuals respond affirmatively that staff know and honor their preferences.</li> <li>Staff can describe, when asked, personal information about individuals and their goals, history, and preferences; this expressed information—including the individual’s own words—is captured in the person-centered plan.</li> <li>The resident and individuals of the resident’s choosing are involved in the person-centered planning process.</li> <li>A tool similar in scope and intent to the PELI is used in the person-centered planning process.</li> <li>The person-centered care planning process addresses situations when resident’s decisions or preferences pose ethical, safety, or other concerns. The process addresses reasonable alternatives developed jointly between the individual and the provider.</li> <li>Staff is provided education on and demonstrates competency in balancing safety concerns with being supportive of resident respect, dignity, autonomy, independence, and choice.</li> </ul>
<ul style="list-style-type: none"> <li>Each individual is a unique person with inherent value and is worthy of being treated with respect, honor, and dignity.</li> </ul>	<ul style="list-style-type: none"> <li>The organization, including leadership, staff and volunteers, can articulate the core values of personal worth, respect, honor and dignity and can describe where these values are evident in daily practices.</li> </ul>

<ul style="list-style-type: none"> <li>• Aging in place is a value of person-centeredness. Reasonable accommodations are made both by the provider and a state to accommodate aging in place.</li> </ul>	<ul style="list-style-type: none"> <li>• A reasonable accommodations process is in place to facilitate aging in place.</li> </ul>
<ul style="list-style-type: none"> <li>• Each individual freely chooses and decides matters affecting them (e.g., health care decisions, schedules, what and when to eat, interesting and meaningful activities tailored to each individual's interests and preferences).</li> </ul>	<ul style="list-style-type: none"> <li>• Residents when asked can, to the best of their abilities, describe their daily life in terms of control over decisions with personal preferences honored.</li> <li>• There are observable variations demonstrated in daily routines.</li> </ul>

<b>Domain 1b. Privacy</b>	
<b>General HCB Person-Centered Attributes</b>	<b>Assisted Living PC Indicators</b>
<ul style="list-style-type: none"> <li>• Every individual has the opportunity for meaningful privacy in their lives at the times they choose.</li> </ul>	<ul style="list-style-type: none"> <li>• Choice of a private room. (Foundational elements of person centeredness are privacy, autonomy, and choice. To fully realize these foundational elements, CEAL believes that the choice of a private bedroom should be required. However, most states restrict room and board payments to levels that are woefully insufficient to support private bedrooms. In addition, CEAL believes that residents should have ready access to bathing and cooking areas; however, private bathing and cooking areas should not be required.)</li> </ul>

## Domain 2. Relationships and Community (belonging)

General HCB Person-Centered Attributes	Assisted Living PC Indicators
<ul style="list-style-type: none"> <li>• Build and nurture experiences and intentional relationships between individuals receiving services and individuals of their choosing and service providers.</li> </ul>	<ul style="list-style-type: none"> <li>• When asked, residents and staff can describe how they are building and maintaining positive relationships with individuals of their choosing.</li> <li>• Organization can demonstrate, in writing, group practices used to foster community such as resident and family councils.</li> <li>• Organization can demonstrate how it supports and facilitates individual access to the greater community in other locations beyond the setting and through electronic means other communities of interest..</li> </ul>
<ul style="list-style-type: none"> <li>• Know each individual holistically (e.g., interests, history, preferences, values, and culture).</li> </ul>	
<ul style="list-style-type: none"> <li>• Support individuals in participating in activities and communities that they choose whether those activities and communities are within the setting, accessed through transportation to other locations, or accessed through electronic communities of interest.</li> </ul>	

### Domain 3. Governance / Ownership

General HCB Person-Centered Attributes	Assisted Living PC Indicators
<ul style="list-style-type: none"> <li>Organization’s mission, vision, values, policies and practices incorporate and operationalize person-centered principles and practices as outlined in this document</li> </ul>	<ul style="list-style-type: none"> <li>Organization can demonstrate how its mission, vision, values, policies and practices operationalize the person-centered principles and practices outlined in this document.</li> <li>Organization demonstrates proactive efforts to involve staff at all levels in decision making.</li> </ul>
<ul style="list-style-type: none"> <li>Services and the environment are designed to empower the individual to maximize their independence, choice, and control.</li> </ul>	<ul style="list-style-type: none"> <li>When asked, residents respond affirmatively that the management ensures that services and the environment are designed to maximize their independence, choice, and control.</li> </ul>
<ul style="list-style-type: none"> <li>Processes exist and are followed for including meaningful input from the individual in organizational decisions affecting their lives in a positive and receptive environment.</li> </ul>	<ul style="list-style-type: none"> <li>When asked, residents and family members can describe how they can provide meaningful input into organizational decisions affecting them.</li> </ul>

## Domain 4. Leadership

General HCB Person-Centered Attributes	Assisted Living PC Indicators
<ul style="list-style-type: none"> <li>Systems supports staff empowerment; interdisciplinary workforce is nurtured and supported</li> </ul>	<ul style="list-style-type: none"> <li>Leadership ensures that staff have the training, skills, and tools necessary to provide person-centered care.</li> <li>Staff report opportunities for meaningful input in decision-making.</li> <li>Staff report administration supports staff involvement in developing work schedules based on resident needs and preferences.</li> <li>The workforce is stable as measured by items such as turnover, retention, absenteeism, and staff satisfaction.</li> <li>Supervisors have received training in staff management techniques.</li> </ul>
<ul style="list-style-type: none"> <li>Leadership has a demonstrated understanding of the person-centered principles and practices applicable to their role(s).</li> </ul>	<ul style="list-style-type: none"> <li>Leadership (e.g., administrator/executive director and department heads) can articulate person-centered principles and practices applicable to their role(s) when asked and can demonstrate their implementation.</li> </ul>

## Domain 5. Workforce Practices

General HCB Person-Centered Attributes	Assisted Living PC Indicators
<ul style="list-style-type: none"> <li>The organization supports consistent staffing assignments.</li> </ul>	<ul style="list-style-type: none"> <li>The organization can demonstrate that direct care staff are consistently assigned to the same resident(s)</li> <li>The workforce is stable as measured by items such as turnover, retention, absenteeism, and staff satisfaction.</li> </ul>
<ul style="list-style-type: none"> <li>All staff and volunteers have a demonstrated understanding of the person-centered principles and practices applicable to their role(s).</li> </ul>	<ul style="list-style-type: none"> <li>All staff and volunteers can articulate person-centered principles and practices applicable to their role(s) when asked and can demonstrate their implementation.</li> </ul>
<ul style="list-style-type: none"> <li>Staff annual performance evaluations include person-centered outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>The organization can demonstrate in writing on each staff's annual performance evaluation how they are operationalizing person-centered practices in their role(s).</li> </ul>
<ul style="list-style-type: none"> <li>Self-direction of services is encouraged and individuals are given choices regarding who provides services.</li> </ul>	<ul style="list-style-type: none"> <li>The individual receiving services preferences regarding who provides services are reflected in the person centered plan.</li> </ul>

## Domain 6. Meaningful Life and Engagement

General HCB Person-Centered Attributes	Assisted Living PC Indicators
<ul style="list-style-type: none"> <li>Meaningful choices exist for every individual on a regular basis that reflect their preferences and interests.</li> </ul>	<ul style="list-style-type: none"> <li>Any staff member when asked can articulate what things residents for whom they are consistently assigned find interesting and engaging, which are reflected in the person centered plan.</li> <li>When asked, residents can describe things they do that make their life at the assisted living residence feel meaningful and engaging.</li> </ul>
<ul style="list-style-type: none"> <li>Processes exist to collect and implement these choices.</li> </ul>	<ul style="list-style-type: none"> <li>Organization can provide documentation of the residents' preferences and interests.</li> <li>Any staff member, when asked, can show the questioner how this information is collected and implemented, as applicable to their role.</li> </ul>

## Domain 7. Services

General HCB Person-Centered Attributes	Assisted Living PC Indicators
<ul style="list-style-type: none"> <li>Organization's policies and practices allow individual preferences to determine service schedules.</li> </ul>	<ul style="list-style-type: none"> <li>The person centered plan reflects individual preferences related to service schedules and such preferences are implemented.</li> </ul>
<ul style="list-style-type: none"> <li>Services are designed to empower the individual receiving services to maximize independence, choice, and control.</li> </ul>	<ul style="list-style-type: none"> <li>Any staff member, when asked, can articulate the strengths and capabilities of individuals for whom they are assigned.</li> <li>Any staff member, when asked, can articulate how they utilize a individual's strengths and capabilities for whom they are assigned to help maximize their independence, choice, and control.</li> </ul>
<ul style="list-style-type: none"> <li>Services are delivered in a person-centered relationship-based manner.</li> </ul>	<ul style="list-style-type: none"> <li>When asked, individuals respond affirmatively that staff providing services take the time to get to know them.</li> <li>When asked, individuals respond affirmatively that staff providing services do so at a time and in a manner that the resident prefers.</li> </ul>

## Domain 8. Environment

General HCB Person-Centered Attributes	Assisted Living PC Indicators
<ul style="list-style-type: none"> <li>The setting looks and feels like home with private living space that individuals can furnish and decorate with their own belongings; home-style furniture, furnishings, and lighting are also used in community spaces (personal, warm, and comfortable)</li> </ul>	<ul style="list-style-type: none"> <li>Choice of a private room. (Foundational elements of person centeredness are privacy, autonomy, and choice. To fully realize these foundational elements, CEAL believes that the choice of a private bedroom should be required. However, most states restrict room and board payments to levels that are woefully insufficient to support private bedrooms. In addition, CEAL believes that residents should have ready access to bathing and cooking areas; however, private bathing and cooking areas should not be required.)</li> <li>When asked, the resident reports that the environment looks and feels like home.</li> </ul>
<ul style="list-style-type: none"> <li>An accessible, usable environment is designed to empower the individual receiving services to maximize independence.</li> </ul>	<ul style="list-style-type: none"> <li>The resident reports the environment is free of obstacles to their independence.</li> </ul>
<ul style="list-style-type: none"> <li>Visitors of the individual's choosing may visit 24 hours a day.</li> </ul>	<ul style="list-style-type: none"> <li>Residents report being able to receive visitors at times of their choosing.</li> </ul>

## Domain 9. Accountability

### General HCB Person-Centered Attributes

- There is a continuous quality improvement process in place that relies on the individual receiving services' and staff's feedback to facilitate favorable person-centered outcomes in a positive, receptive environment

### Assisted Living PC Indicators

There is a continuous quality improvement process in place that is followed that relies on the individual receiving services' and staff's feedback to facilitate favorable person-centered outcomes in a positive, receptive environment