



PERSON- CENTERED CARE IN SUBSTANCE USE TREATMENT

“JUST THE FACTS”

WHAT IS PERSON-CENTERED CARE?

Person- Centered Care

- The client is the expert on his/her life
- *Self-Determination* and *Choice* are encouraged
- Clients' hopes, capacities, interests, preferences, needs and abilities are identified and respected
- Educated risks and “set-backs” as viewed as part of the process of recovery



PCC: Through the Clinician's Lens

- Clinicians actively work to engage clients in the decision making process
- Clinicians work with clients “*where they are*”
- Clients’ strengths are acknowledged and honored
- Clients are treated with respect and dignity



Facts of Person Centered Care

- Person-Centered Care is not clinician-centered
- Clinicians and clients work together to reach agreed upon goals.
- Collaboration is important to develop and implement objectives to obtain goals



Dynamics related to Person Centered Care

- Attention is given to cultural and interpersonal dynamics that may impact or impede the treatment
- Potential challenges are identified and explored in a sensitive, caring and trauma-informed manner



KEY COMPONENTS OF PERSON-CENTERED CARE

Making Decisions Together

When faced with the task of making decisions, clinicians and clients work together by sharing information.

This person-centered approach, often called shared decision-making, actively engages clients in activities and discussion that lead to client driven decisions.

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- **Source:** <https://www.samhsa.gov/homelessness-programs-resources/hpr-resources/shared-decision-making>

Why Making Decisions Together are Important?

- In many situations there is no single “right” healthcare decision because choices about treatment come with pros and cons. Making decisions together are important when:
 - There is more than one reasonable option
 - No one option has a clear advantage
 - The possible benefits and challenges of each option affects the client differently

Key Components of Effective Decision-Making

- Information
- Education
- Responsibility
- Values
- Preferences
- Respect

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- **Source:** https://www.samhsa.gov/sites/default/files/programs_campaigns/recovery_to_practice/shared-decision-making-process-not-program.pdf

Benefits of Making Decisions Together

- When clients and clinicians are engaged in making decisions together, clients:
 - Learn about their health and understand their health outcomes
 - Recognize that a decision needs to be made and are informed of their options
 - Have the information and tools needed to evaluate their options
 - Are more likely to follow through on their decision

“Red Flags” in Person-Centered Care

- Thinking:
 - “I am the expert”
 - “I know what’s best for this client”
 - “This client will fail unless...”
- Language:
 - “Ms. Jones is a difficult client”
 - “She wants to do things her way”
 - “She has her own ideas”
 - “She is non-compliant”



Challenging Moments in Person-Centered Care

- Mr. Jones' toxicology results were positive for cocaine for the fifth consecutive week.
- Ms. Smith will complete residential treatment in three days and insists on returning to live with her brother who is actively using cocaine and marijuana.
- Although Mary's toxicology results were positive for Valium for two consecutive weeks, she insists on receiving weekly take home bottles of methadone.



Vignette:

**Sheila and the Intake
Appointment**

The Intake Appointment

- **Sheila is a 29 year old, single female referred to your chemical dependency outpatient program by a friend. Sheila calls the intake department to schedule an appointment.**
- **Intake Worker:** “Good morning, this is Ms. Nelson and Thank you for calling Sheltering Gardens, How may I help you today?”
- **Sheila:** “Hi, my name is Sheila Jones and I’m calling because I need to schedule an intake appointment to get into your program.”

Person Centered Care: Information Sharing

- **Intake Worker:** “ Sure, I can help you with scheduling an intake appointment Ms. Jones. I have appointment times available this afternoon and tomorrow, are you available between this afternoon and tomorrow?”
- **Sheila:** “That’s too soon, I need to schedule an appointment for next week.”
- **Intake Worker:** “Thank you for sharing your availability with me. Usually we prefer to schedule individuals as soon as possible, may I ask why you are requesting an appointment for next week?”

Identifying Sheila's Needs

- **Sheila:** “I need to arrange for a baby sitter for my 3-year old daughter, and I can't do that until next week.”
- **Intake Worker:** “Thank you for sharing that information Ms. Jones. Arranging child care for your daughter is important. I would like to inform you that the center also offers childcare services on-site while you are receiving services.
- **Sheila:** “I wasn't aware that you program offers childcare services?”
- **Intake Worker:** “Yes, this a service we offer to our program participants. Our childcare specialists are trained and certified to work with infants to children 6 years of age. If you are interested, Ms. Jones, I can schedule an intake appointment for you as well as arrange for childcare services for your daughter on the day of your appointment?”
- **Sheila:** “So, on the days I have groups or sessions with my counselor I can bring my daughter with me?”

Working on a Plan Together

- **Intake Worker:** “Yes, Ms. Jones and for any other services you receive on site.”
- **Sheila:** “That’s really great...”
- **Intake Worker:** “Thank you, of course you always have the option of arranging child care on your if you wish, this is just another option available to you.”
- **Sheila:** “Thanks”
- **Intake Worker:** Given this option Ms. Jones would you like to schedule an appointment for this week or we can still schedule an appointment for next week?”

The Plan

- **Sheila**: “I’d like to schedule an appointment for this week, can I schedule for the day after tomorrow?”
- **Intake Worker**: “Sure, Ms. Jones, I have morning and afternoon times available, what works best for you?”
- **Sheila**: “Late morning works best for me. I need time to get my daughter ready”
- **Intake Worker**: “Is Friday at 11:00am good for you?”
- **Sheila**: “Yes”

TAKE AWAYS

- Person-centered care is a *collaborative* approach where clinicians and clients work to make evidence-based healthcare decisions (i.e. treatment options, discharge planning).
- Compassion, caring and respect for client values are important components in Person-centered practice and in reaching shared decisions.



Thank You



References

- https://www.samhsa.gov/sites/default/files/programs_campaigns/recovery_to_practice/shared-decision-making-process-not-program.pdf

