



“YES IS THE ANSWER...WHAT IS THE QUESTION? A FRESH DIRECTION IN IMPLEMENTING PERSON DIRECTED CARE”

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PRESENTATION DESCRIPTION:

“Problem Solving” is an approach that most of us embrace in our day-to-day activities. “Problems” present themselves, and we meet with one another to get ideas, create corrective action plans and implement them in order to solve the “problem”.

No problem; right?

Front-line caregivers task with front line functions. Clinical nursing tasks with clinical functions. The Dietary department tasks with foodservice functions. All with knowledge of each other’s function.

No problem; right?

Front-line caregivers are virtually never consulted in advance of system wide policy change. Policy is created, mandated and implemented utilizing “top-down” strategies.

Conversely, front-line caregivers rarely feel that they truly have leadership’s support for day-to-day “problems” that arise in typical care giving. When a C.N.A. call-off occurs, it is typically the C.N.A. team that shores up care giving from within their ranks.

No problem; right?

If the above scenarios are even remotely correct, how can we possibly approach and achieve person centered care...or being able to say yes to any question?

“Problem solving” is looking at the half empty glass as just that; half empty. The problem is all *about* that half empty glass. The opportunity for growth and meaningful change however lives within the half full glass.

Identifying the opportunity is the first step to a durable result. That opportunity requires careful examination, adequate due diligence as well as inclusion of multiple team members from different areas...and almost always will be lead by front line staff.

Creating and supporting infrastructure from a leadership perspective that is “bottom-up”. Leading by listening and supporting is key to the empowerment of front line staff.

We will discuss a specific line by line approach that produces opportunity or result management. We also will discuss several typical day to day scenarios, and transition from traditional “problem solving” to replace the outcome with opportunity or result management.

The focus of this seminar is to identify the correct path necessary in achieving person directed care...and always being able to say yes to our customers!

LEARNING OBJECTIVES:

- 1) Understanding the limitations by identifying situations as “problems” and the subsequent process of “problem solving”.
- 2) Understanding the power of identifying opportunities, results and most importantly create infrastructure and support infrastructure, and learn the process of result management.
- 3) Understanding leadership paradigm shift from management by mandating to style of listening and supporting.
- 4) Understanding empowerment and continuing real-time support of front-line caregivers in achieving person directed care.