

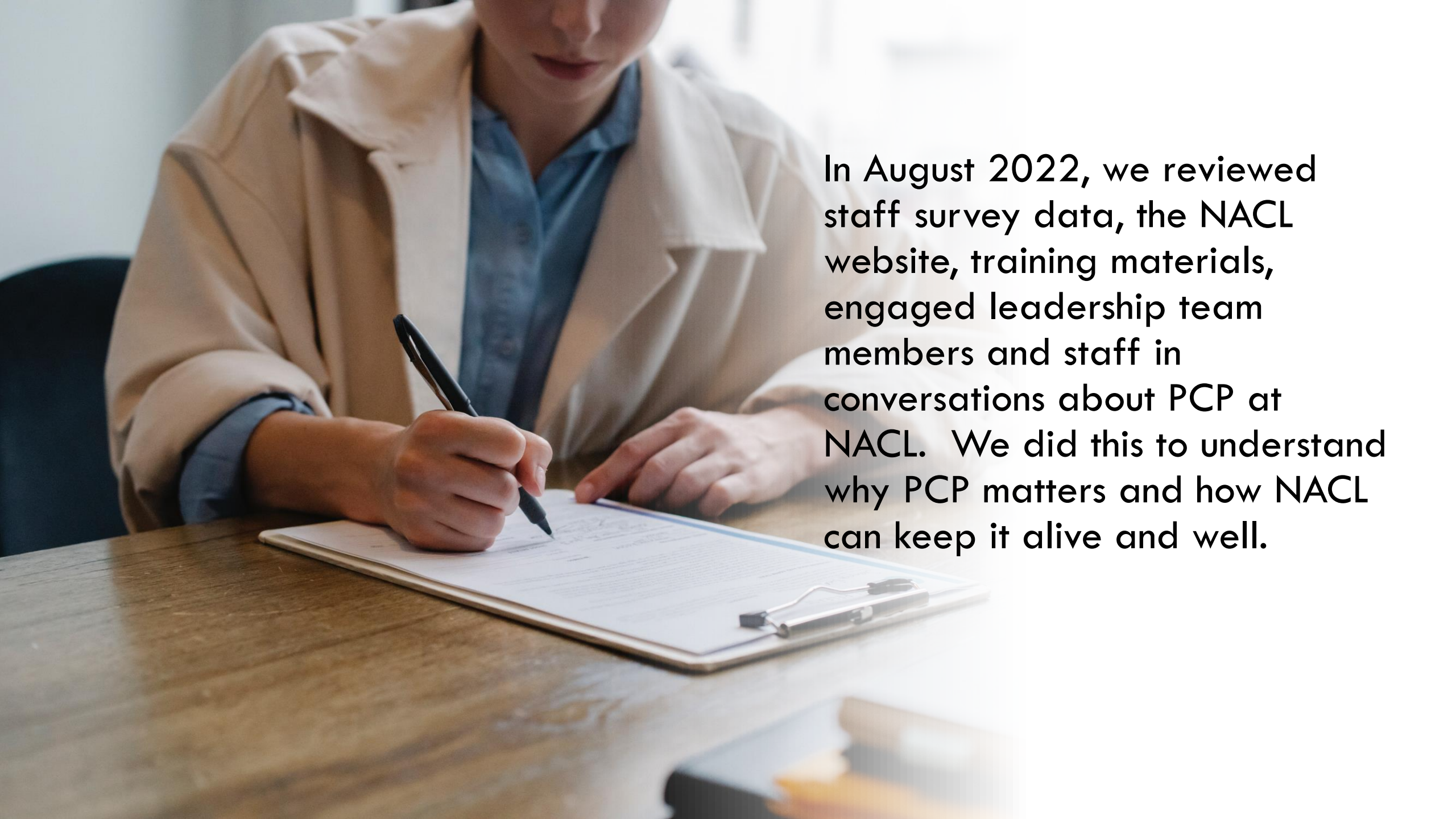
# Nanaimo Association for Community Living Person Centered Planning Research Project

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We Believe in Person Centered Planning: You accept and celebrate a person-centered approach to supportive care, which means you spend time with an individual with diversabilities to understand their routine and what's important to them.

NACL Website (Careers Section).

A person wearing a white lab coat over a blue shirt is seated at a wooden table, writing on a document held by a clipboard. The person is holding a black pen in their right hand. The background is softly blurred, showing a bright, indoor setting.

In August 2022, we reviewed staff survey data, the NACL website, training materials, engaged leadership team members and staff in conversations about PCP at NACL. We did this to understand why PCP matters and how NACL can keep it alive and well.



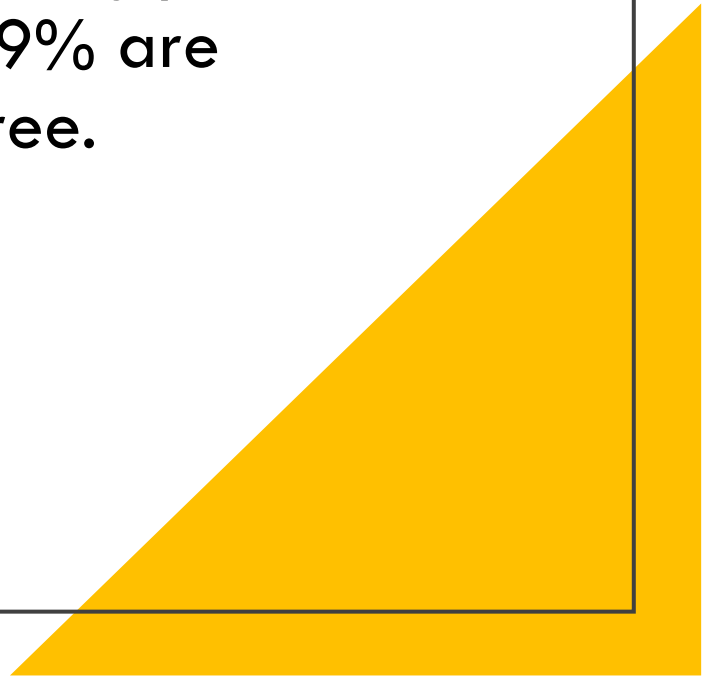
**What we learned.**

# 96%

of NACL staff say PCP is relevant to the work they do.

I actively used  
PCP information in  
my day to day  
supports of  
people served.

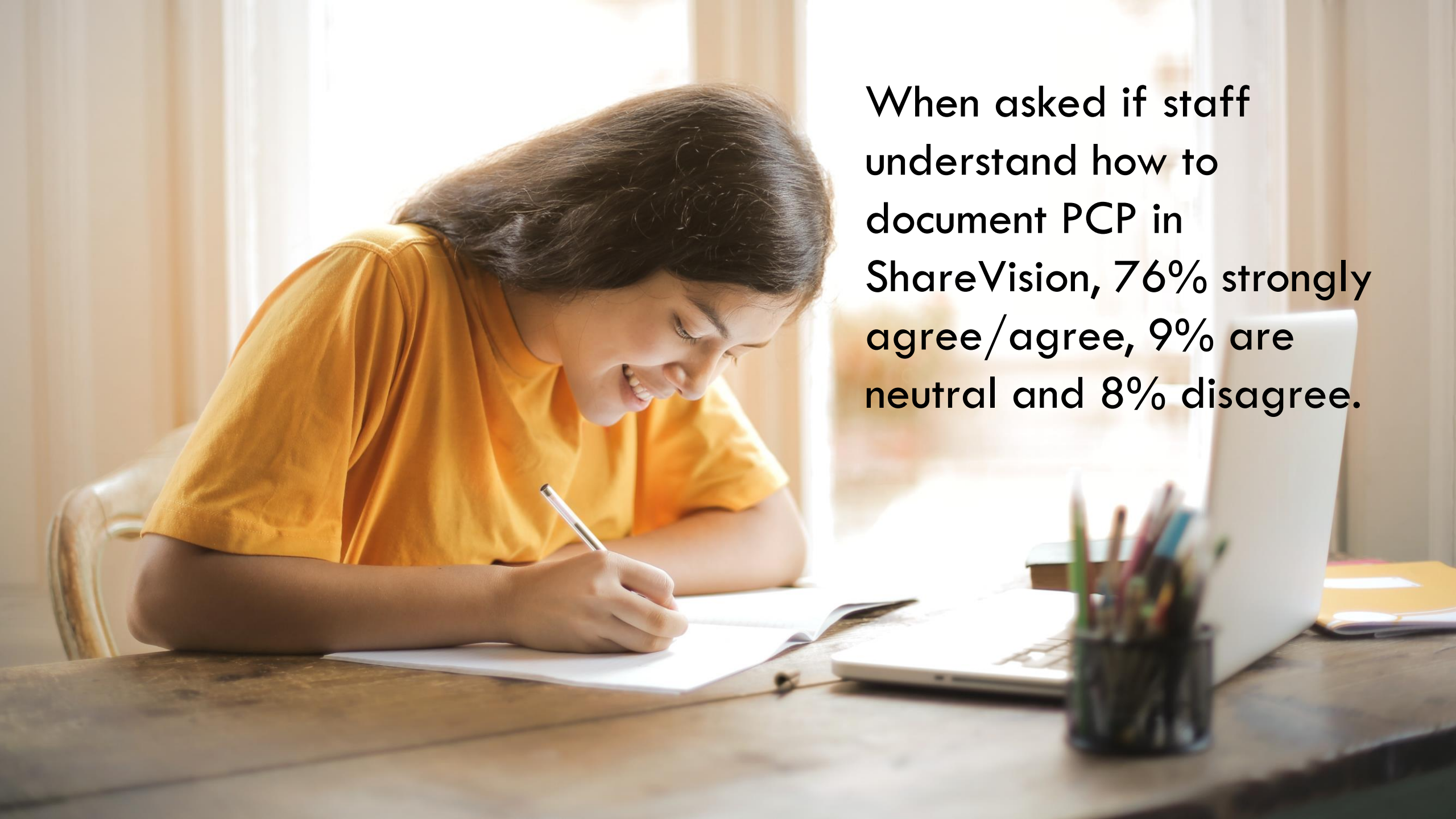
80% of respondents strongly  
agree or agree while 9% are  
neutral and 3% disagree.





When asked about whether they are getting the support they need to understand the PCP process, 79% agree while 12% disagree.





When asked if staff understand how to document PCP in ShareVision, 76% strongly agree/agree, 9% are neutral and 8% disagree.



I am able to carry forward and use the skills I learned in PCP training in my day-to-day work.

Strongly  
Agree/Agree  
(79%)

Neutral  
(5%)

Disagree  
(1%)

Strongly Disagree  
(6%)

# 84%

of NACL staff say PCP is effective in establishing meaningful goals for people served. However, 9% are neutral and 7% disagree.

Staff responses, in writing.

I signed up for PCP training through NACL, but it was not a part of orientation at any of the houses I trained at—nor was it required before I started working. This makes PCP feel more supplementary than integral. I recognize we have been in a staffing crisis and pandemic and staff are needed in the programs more than we can adequately train them to be there, but ideally everyone should have some sort of PCP training as part of their hiring process or at least sometime during their probationary period.



What we learned in interviews and focus groups.

# The question guide.

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- What does PCP mean to you?
- What does PCP mean to the individuals and families you support at NACL?
- Why does PCP matter?
- What are the challenges/barriers with:
  - Understanding the concept of PCP.
  - Tracking and recording PCP.
  - Implementing PCP.
- Any other comments/questions?

Several key themes  
emerged.



In answering, what does PCP mean to you, respondents had some variation in how they defined it. Some talked of goals, others talked about the roots of PCP and many talked about documenting and tracking it. Overall, there was agreement that PCP is the way in which your organization supports people to lead lives of their own choosing.



One interviewee said...

[PCP] is fundamentally life changing.  
Incidences go down and trust goes  
up. People begin to feel safe.

A photograph of two women in a park setting. One woman, with long dark hair, is seated in a black wheelchair, wearing a light-colored short-sleeved shirt and light-colored trousers. She is smiling and looking towards the other woman. The second woman is crouching on the ground, wearing a grey cardigan, blue jeans, a straw hat with a blue band, and high-heeled sandals. She is also smiling and gesturing with her hands as if in conversation. The background consists of a dirt path and a dense forest of tall trees with green foliage. The text 'What does PCP mean to families and caregivers?' is overlaid in white, sans-serif font across the center of the image.

What does PCP mean to families and caregivers?



# Responses differ.

Lots of people don't have family members.

Families need trust and evidence that process is working before getting on board.

There can be tension. Families want different goals for their children.

PCP can be illuminating when families see how much their loved ones want and can do for themselves.

The family response to PCP depends on the generation.

For some families, the tracking that goes along with PCP triggers a sense that "this isn't life as normal".

Why does PCP  
matter?



# Responses differ.

PCP keeps you accountable – gives you measures to track.

Without PCP, we're providing a different service. It's health and safety.

It challenges us to continually focus on the people we're supporting and what they want.

PCP is NACL's core cultural value and philosophy.

It gives staff a map for how they will spend their days and weeks best supporting the people we serve.

Without PCP, we would devolve into something we don't believe in.

I hope people think PCP is worth preserving.

It's really emotional for me – when I see people who have lived their lives in institutions or small facilities, and now they don't even have a plan that is good for them and truly reflective of their dreams?

I see PCP as a tool that identifies what is important to a person and the life they want to lead. If it's really PCP then people can live their lives and connect to things they want to be connected to – then the loneliness and isolation begin to dissipate too.

NACL Leadership Team Member, 2022

In the absence of PCP, any home/home share can become an institution – if you stop looking at what a person wants and just do what's convenient then it can become an institution.

NACL Leadership Team Member, 2022

Understanding PCP	Tracking & Recording PCP	Implementing PCP
You need ongoing and repeated training for PCP to really sink in for people.	People don't have the time or take the time for tracking and report – then it's put on the Managers and/or Barb to do it.	The documentation online looks very complicated, and people find it hard to follow the plans and implement them.
Understanding PCP takes ongoing support and mentorship – things we don't have time for at NACL lately. We need more training in how to document and track it – the training is good but not nearly enough.	Time is the biggest barrier to tracking and reporting. Many of us are spending nearly half our time calling to try and fill shifts. Sometimes ShareVision tracking doesn't happen because other things – more urgent things – are always happening around us.	Time and resources are biggest barriers to implementing PCP. However, often people are implementing PCP and don't even realize it (and then don't track it).
You use it or you lose it – that's the truth of PCP.	ShareVision is not the most user-friendly program. More training would be great because when people are overwhelmed, a program that is hard to navigate won't get used.	We need more support in the practice of PCP. I've taken the training ten times and I still struggle with where to start in terms of implementation.
Training is not equally relevant to all programs – makes it difficult to take the training and then apply it.	A big stumbling block – the PCP tracking we do looks different in ShareVision. There is a disconnect for people that is hard to overcome.	We have good PCP training on the philosophy of it and why it matters. We need more training on Sharevision and how to implement it in our daily work.
We are often struggling with staff shortages and finding the time (and spaces) to sit down and review PCP.	ShareVision is complicated and teaching people to do a PCP plan in ShareVision is daunting. Homshare providers, for example "hate ShareVision".	We really have to provide different types of training – people learn in different ways and it's hard to all retain and implement things we learn in only one style of delivery.

We are in maintenance mode and PCP has become, sadly, a luxury that we don't always have time for at NACL anymore. NACL Staff Member.

Different programs have different challenges around PCP. For example, Homeshare providers find the tracking very tough – even though many of them are doing PCP everyday.



## ELEMENTS OF SHAREVISION'S GOAL INPUT FORM

The following describes some of the key aspects of information in the Goal Input Form:

- Goal Measure – choice of Participation, Competence, Interest or Occurrence. Depending on what you're trying to evaluate in the goal choose the most appropriate measure.
- Goal Measure Note – a comment box to provide additional information about the goal measure, such as what the criteria for scoring 1, 2 or 3 on the goal measure might look like for an individual.
- Goal Type – a drop down list of specific goal types associated with certain programs or service delivery areas.
- Goal Quality of Life domain – choose one area only, while many may apply, choose the one that applies best.
- Completion or Discontinued date – only fill this in when the goal has ended, otherwise leave blank. The goal will be moved to the inactive list if an end date is put in.
- Objectives – these are the steps or the activities to achieve the goal, space for up to 5 objectives is provided but complete only as many as you need.
- How Often – this is a measure of frequency of how often any objective should occur. Some are one time only, others might be a few times a week.



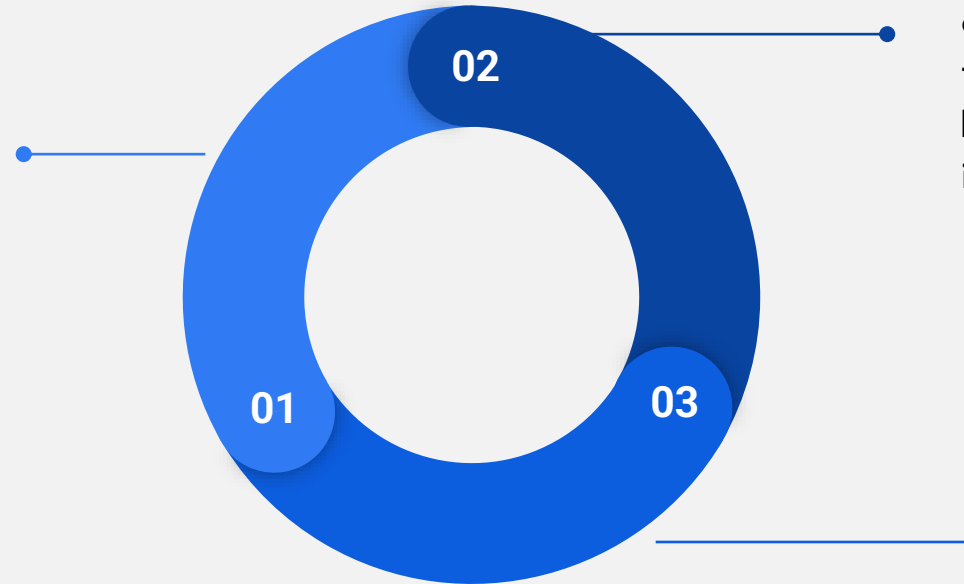
- ShareVision is “complicated” and “hard to use”.
- There is “not enough training” on how to use ShareVision.
- It’s hard to find the time AND the space to use ShareVision – especially in group homes.
  - People try to log in and use it and get constantly interrupted as there is no private/quiet space and more urgent needs come up all the time.
- Homeshare Providers feel like ShareVision takes away from any sense of an authentic life.
- ShareVision looks different than the paper forms – “why can’t it look the same?”
- ShareVision takes you down a hole of information and it’s hard to navigate.
- The training is good for the philosophy of PCP, but we need more days and times to really understand ShareVision.

# Key Recommendations.



## TRAINING AUDIT

Revisit the current PCP training to ensure it's *still* clear, impactful, inclusive (of all learning styles), plain language, easy to understand, sufficient and useful for all staff in all programs.



## ENHANCE

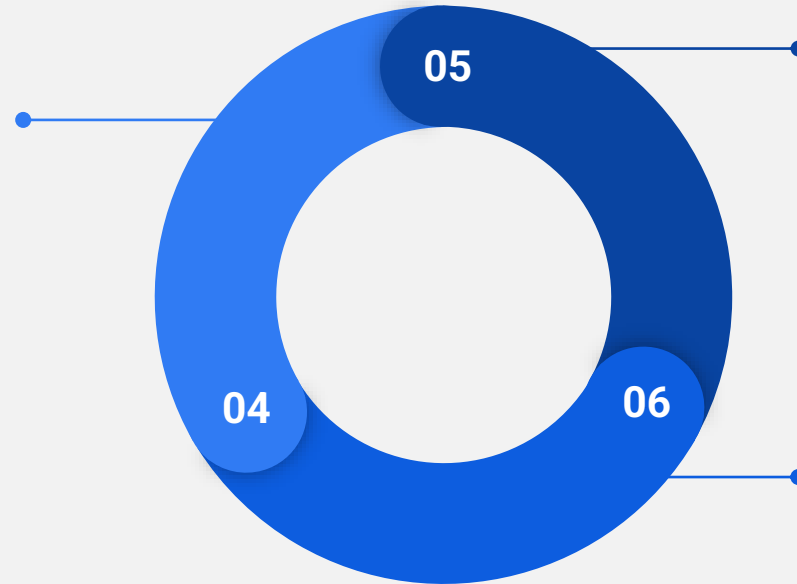
Enhance the language, definition and presence of PCP on the NACL website. Make it front and centre on your homepage so it gets the profile it deserves.

## SHARE

Share the PCP research with staff to show them that you're looking into PCP, that it matters and you're taking consultative steps to keep it alive and well at NACL.

## PROFILE

Make PCP visible in your physical spaces – as your core philosophy its definition should posted up for everyone who spends time in NACL spaces.



## CREATE

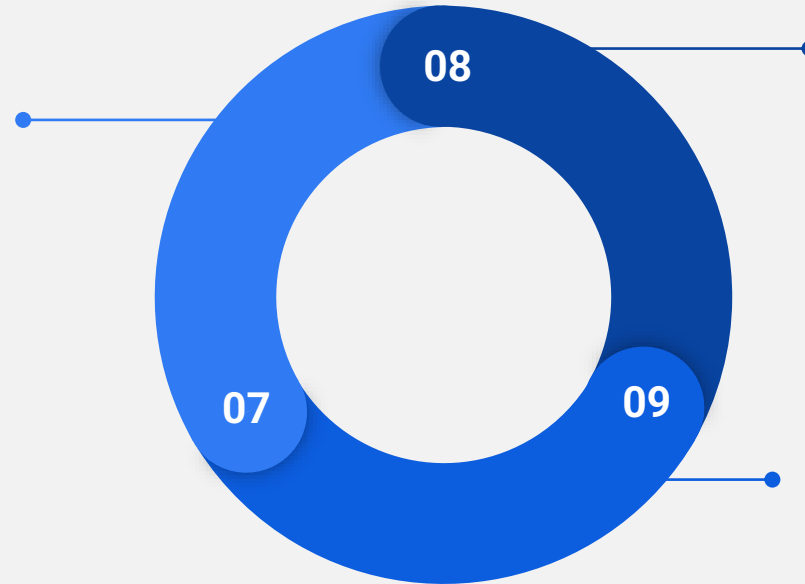
Create the infrastructure – time and space – that staff need to effectively document PCP. Create visual tools and flow charts that staff can have, on hand, to guide their use of Sharevision.

## ACCOUNTABILITY

Ensure PCP is built into staff/home share provider goals – keep them accountable for tracking it.

## LEARN FROM OTHERS

Do a detailed audit/information exchange with other organizations and what they are doing well – and adopt accordingly .



## INVEST

Invest in technology that is easier to use, reflects the look of PCP paperwork and that people can easily and quickly navigate.

## FEEDBACK

Continue to gather PCP specific feedback from individuals and families – this is your core philosophy and ensure people are hearing about, being asked about it – etc. One question every quarter.



Thank you so much.  
Questions/comments?

