

## Self-Determination and Person-Centered Experience Plan

Southwestern Virginia Training Center has been committed to implementing principles of self-determination and person-centered thinking for several years. Strides have been made including the development of essential lifestyle planning in concert with more traditional ICF/MR habilitation planning and the introduction of universal enhancement concepts. The plan below outlines the continuing evolution of our efforts using the findings of the Office of the Inspector General's Report # 139-07 as a guide to assist us in our efforts as we transition from a deficit model to a person-centered model.

**Senior Leadership - SWVTC's Quality Improvement Council serves as senior leadership for our Person-Centered/Self-Determination initiatives. This group and all SWVTC Department Heads and resident representatives meet annually in early September to review data from the past year's quality management plan and revise facility goals based on this review. Nine of the current Fiscal Year's twenty-five performance indicators reflect our continuing commitment to Person-Centered concepts.**

| Goal  | OIG Finding Addressed       | Strategy  | Measurement   | Review Date   | Assigned To  |
|---|-----------------------------|---|---|---|--|
| Senior Management will continue to develop, measure, analyze and revise facility goals and performance indicators related to Person-Centered concept. | All                         | Annual planning retreat, quarterly review of performance indicators                           | Annual quality plan development, quarterly data reports, meeting minutes        | On-going with quarterly review of data and annual refinement of goals and performance indicators. | Quality Improvement Council. Facility Director, Chairperson, Chief of Habilitative Services maintains data |
| Review OIG findings with special emphasis on Self-Determination and Person-Centered Checklist used by OIG with all SWVTC employees                    | All                         | Facility Director will review OIG findings with all employees                                 | Attendance documentation  | Six months  | Facility Director  |
| Facility Director will discuss implications of investigations with employees directly affected by abuse/neglect investigations                        | 9                           | Hold individual debriefing meetings   | Meetings held   | Annual and ongoing  | Facility Director  |
| Build person-centered planning and implementation capabilities by supporting employee ownership and choice at all organizational levels.              | 1, 2, 3, 4, 5, 6, 7, 14, 15 | Place decision-making authority and responsibility with employees directly serving residents. | Amount of facility budget allocated to discretionary, person-centered projects. | Annual and ongoing  | Quality Improvement Council  |

**Workforce Development - SWVTC will make a renewed commitment to include person-centered concepts throughout the culture of the facility**

| Goal  | Addressed                   | Strategy   | Measurement  | Review Date        | Assigned To  |
|---|-----------------------------|--|--|--------------------|--|
| Increase employee application of person-centered/self-determination concepts by ten percentage points.  | 1, 7, 9, 14, 15             | Staff training in small group sessions regarding PC/SD concepts  | Repeat Self-Determination and Person-Centered Checklist  | Annual             | Staff Development Department   |
| Facilitation training for Case Managers and Active Treatment Supervisors to assist them in daily implementation of Person-Centered Concepts   | 1, 5, 7, 8, 9, 13, 14, 15   | Series of seminar type training sessions for CM's and ATS's  | Training Documentation forms   | Annual and ongoing | Staff Development Department and Program Managers  |
| Provide choice to employees in deciding learning activities   | 1, 2, 3, 4, 5, 6, 7, 14, 15 | Communicate facility goals and provide training in business planning and budgets, let work teams decide additional skills needed, and supply a menu of training options. | Business plans developed, expenditures compared to target levels, and training topics and hours completed. | Annual and ongoing | Quality Council, Chief of Habilitative Services, Project Managers, Administrative Services |
| Recognition of employees for initiation of resident community experiences and reduction of barriers to such experiences due to potential risk | 1, 3, 5, 8, 9, 15           | Utilize current recognition program  | Awards issued  | Annual and ongoing | Risk Manager   |

**Individual Services Planning - SWVTC will continue to refine our current IHP/ELP services process in concert with state-wide initiatives to enhance the planning process**

| Goal  | OIG Finding Addressed | Strategy   | Measurement                                     | Review Date        | Assigned To  |
|---|-----------------------|--|---|--------------------|--|
| Participate in state-wide ELP development process                         | 10, 12, 13            | Provide representatives to serve on state-wide PCP work group  | Participation in meetings                       | 6 months           | Habilitative Services  |
| Expand use of preference-based teaching principles in all training areas. | 1, 7, 13              | Personalize the design of learning activities for each resident, considering timing, preferred activities, and environmental dimensions. | Administer preference-based teaching checklist  | Annual and ongoing | Quality Improvement Council, Chief of Habilitative Services, Project Managers, Interdisciplinary Teams, designated observers |
| Increase number of resident community experiences                         | 1, 2, 3, 4, 6, 7, 9   | Establish facility objective to increase community experiences   | Document community experiences in database      | Semi-annual report | Chief of Habilitative Services, Program Managers   |
| Identify additional resident friends                                      | 1, 5                  | Each team will discuss and identify resident friends as part of planning process   | Friends identified in essential lifestyle plans | Annual             | Program Managers   |

**Design of Resident Record - SWVTC will increase the number of Person-Centered/Self-Determination objectives in resident's records**

| Goal  | OIG Finding Addressed | Strategy  | Measurement  | Review Date        | Assigned To                 |
|---|-----------------------|---|--|--------------------|-----------------------------|
| See Individual Services Planning section  |                       |   |  |                    |                             |
| Increase person centered/self-determination objectives by 10% in each of the next three years | 2, 3, 4, 5, 6, 7, 9   | Case Managers will facilitate inclusion of PC/SD objectives during resident planning sessions | Percentage of PC/SD objectives in IHP/ELP          | Annual             | Program Managers            |
| Participate in development of statewide development of Person-Centered planning process       | 8, 9                  | SWVTC employees assigned to the statewide workgroup   | Process developed                                  | Annual and ongoing | Quality Improvement Council |
| Implement statewide PC process noted above  | 8, 9                  | SWVTC representatives on the workgroup will coordinate implementation at SWVTC                | Pace of implementation will be monitored quarterly | Quarterly          | Quality Improvement Council |

**Resident Activities Opportunities-Nine of SWVTC's current improvement measures involve this domain. We will refine these measures at our annual planning retreat as well as develop several pilot projects to continue with our**

| Goal   | OIG Finding Addressed  | Strategy   | Measurement   | Review Date   | Assigned To  |
|--|------------------------|--|---|---|--|
| Refine current objectives in this domain.  | 1, 2, 3, 4, 5, 6, 7    | Use our quality improvement process to continue to refine and enhance PC/SD concepts | Data collection for performance indicators                | Quarterly progress reports and Annual review/revision | Quality Improvement Council  |
| See "Other Relevant Areas" domain for description of pilot projects                |                        |  |   |   |  |
| Increase resident integration and participation at off-grounds day activity sites. | 1, 2, 3, 4, 5, 6, 7    | Establish new sites for community day activity program activities                    | Number of new sites and number of residents participating | Annual and ongoing                                    | Chief of Habilitative Services, Project Manager, and Work Development Team |
| Resident club membership   | 1, 2, 3, 4, 5, 6, 7, 9 | Develop resident interest clubs  | Number of residents participating in clubs                | Semi-annual and ongoing                               | Chief of Habilitative Services   |

**Relationship to Community - SWVTC will explore new ways to increase family and community involvement in resident planning and decision-making**

| Goal   | OIG Finding Addressed | Strategy   | Measurement   | Review Date        | Assigned To   |
|--|-----------------------|--|---|--------------------|---|
| Increase family member/LAR participation in support planning by 10%.                     | 10                    | Encourage participation of physical presence at meetings as well as non-traditional approaches to participation. Strategies will include surveys, discussion groups and use of media for non-traditional participation | Documentation of participation in planning activities                             | Annual             | Community Services                                    |
| Increase community participation in planning activities by 5%                            | 11                    | Encourage participation of physical presence at meetings as well as non-traditional approaches to participation. Strategies will include surveys, discussion groups and use of media for non-traditional participation | Documentation of participation in planning activities                             | Annual             | Community Services                                    |
| Establish partnerships and promote goodwill toward community businesses and individuals. | 1, 2, 3, 4, 5, 6, 7   | Form reciprocal agreements and follow sound customer relationship management practices   | Partnerships formed, customers acquired, and public service activities initiated. | Annual and ongoing | Habilitative Services, Facility Director              |
| Form community partnerships in service delivery  | 11                    | Work with community providers to develop working relationships that enhance community opportunities for SW Virginia  | Annual count of community partnerships  | Annual             | Community Services, Regional Community Support Center |

**Other Relevant Areas-SWVTC will develop several pilot projects designed to enhance Person-Centered/Self-Determination concepts**

| Goal   | OIG Finding Addressed | Strategy  | Measurement  | Review Date        | Assigned To                                 |
|--|-----------------------|---|--|--------------------|---|
| Establish pilot program for three living units to expand overall community outings and increase outings involving less than three residents. | 2, 3, 4, 7, 8, 9      | Identify areas for pilot programs and charge the areas with developing an approach unique to their living unit<br>Establish trip calendar to allow for access to transportation on a "spur of the moment" basis   | Percent increase in number and group size of community outings                       | Annual             | Program Managers                            |
| Enhance social aspects of resident learning and experience in work and leisure settings  | 1, 2, 3, 4, 5, 6, 7   | Incorporate teamwork, task interdependence, friendship formation, and development of social competencies into special habilitation projects including: horticultural therapy, personal fitness, supported work, positive psychology, and integrated communication | Number of resident person-centered plans with social development strategies included | Annual and ongoing | Habilitative Services, Residential Services |
| Develop program for residents to participate in community volunteer efforts  | 2, 3, 4, 7, 8, 9      | Identify and contact potential volunteer programs   | Number of residents participating as community volunteers                            | Annual             | Volunteer Services Director                 |
| Establish procedure for review of risks to minimize risk while spreading responsibility for decision-making through the entire team          | 9                     | Training in shared risk identification and reduction of risk for team members   | Number of resident experiences after risk reduction training                         | Annual and ongoing | Quality Improvement Council                 |