VDC Provider COVID-19 Listening Session Four

June 22, 2020

Agenda

❑ Welcome

❑ Overview of the COVID-19 Listening Session Four

❑ Applying Person Centered Practices in Telehealth

❑ Perspectives from VDC Providers

❑ Announcements from VHA Regarding VDC

❑ Question and Answer

❑ Closing

Applying Person Centered Practices in Telehealth

Diana Caldwell, The Lewin Group

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Person Centered Practices – Refresher

- Important to:

  ► Things, people, routines, places, etc. that make people happy, fulfilled, content, etc.

- Important for:

  ► Health, safety, well-being, etc.

- During a crisis, when we are especially attuned to meeting health and safety needs, person centered practices are more important than ever

Some concepts in this slide deck are based on principles from The Learning Community for Person Centered Practices (http://tlcpcp.com).

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Planning for a Telehealth Visit

• Consider what supports are necessary for the Veteran to exercise choice and control during a telehealth visit

• Address telehealth-related challenges and resistance
  ► Availability, functionality, and knowledge of technology
  ► If the Veteran expresses reluctance or ambivalence, stop and listen, then collaborate to find a solution

• Gather information
  ► What would be helpful for you to know?
  ► What are some of your concerns about technology?
  ► Could we talk about your concerns?

• Provide facts
  ► It's up to you; Here's what others have found…; What I know is…

• Seek response
  ► You still feel uncertain; What else would you like to know? What could we do next?

Holding a Telehealth Visit – Routines

- Routines bring comfort, consistency, and control

  ► Consider how you can apply or adapt for a Veteran's routine in a telehealth setting

  ► Try to keep a consistent routine

  ► Consider telling the Veteran in advance what to expect during the visit

- Routines can also point to what is important to a person

  ► For example: If a Veteran typically likes to chat for a few minutes before the visit begins, what might this tell us is important to the Veteran?

    ❑ Perhaps it is important to the Veteran to have a personal connection with the Person-Centered Counselor.

Holding a Telehealth Visit – Communication

- Much of our communication is non-verbal
  - ▶ Even on a video call, there is nuance that is lost
  - ▶ You might need to be more explicit about interpreting this communication
  - ▶ For instance, "you seem very quiet – can you help me understand what you are thinking about?"

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Charting the LifeCourse – Six Domains

• Six Charting the LifeCourse Domains

► Useful framework for exploring the different areas of a Veteran's life that have been impacted during this pandemic.

► Helps to ensure health and safety, while also exploring relationships, community life, and daily living.

Daily Life & Employment
What a person does as part of everyday life–school, employment, volunteering, communication, routines, life skills.

Community Living
Where and how someone lives – housing and living options, community access, transportation, home adaptations and modifications.

Healthy Living
Managing and accessing health care and staying well – medical, mental health, behavioral health, developmental, wellness and nutrition.

Safety & Security
Staying safe and secure – emergencies, well-being, guardianship options, legal rights and issues.

Social & Spirituality
Building friendships and relationships, leisure activities, personal networks, and faith community.

Advocacy & Engagement
Building valued roles, making choices, setting goals, assuming responsibility and driving how one's own life is lived.

Charting the LifeCourse – Trajectory

• Trajectory can help you think about and record someone's vision for what they want in life, what they don't want in life, and the specific action or inaction that might lead to this vision.

► May be useful to think about a Veteran's experience during the COVID pandemic.

  ❑ For instance, a Veteran's vision is to remain as healthy and active as possible

  ❑ What actions will help the Veteran to achieve that vision and what action/inaction will detract from it?
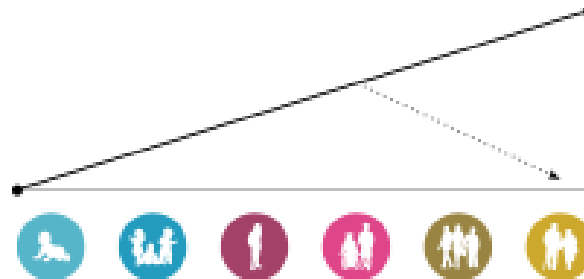
Balancing Important To and Important For

Perspectives from VDC Providers

- Donna Jasper, Aging Ahead (MO)

- Marsha Unruh, The Independence Center (CO)

Announcements from VHA regarding VDC

Daniel Schoeps,
Director, VA Purchased
Long-Term Services and
Supports

Questions and Answers

Options for sharing information and asking questions:

1. Use the raise your hand function and we will unmute your line.

2. Use the chat feature in the right side panel of the WebEx platform to enter your questions and send to "all participants."

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Resources

- **AdvancingStates**: Using Technology to Meet the Needs of Older Adults Isolated at Home During the COVID-19 Pandemic
  - ► PowerPoint Presentation
  - ► Webinar Recording

- **National Center on Advancing Person-Centered Practices and Systems**: Health Care Person-Centered Profile
  - ► https://ncapps.acl.gov/covid-19-resources.html

Closing

- Save the Date

  ▶ July 15, 2020, 2-3pm EST July VDC Quarterly Educational Webinar

- Please email the VDC Technical Assistance Team with any questions: veterandirected@acl.hhs.gov

- VDC Monthly Reporting Tool Data Entry: https://app.smartsheet.com/b/form/9bff196f995e4ddd82aa0fd246ae0501

- A FAQ is posted online at: https://nwd.acl.gov/vdc.html