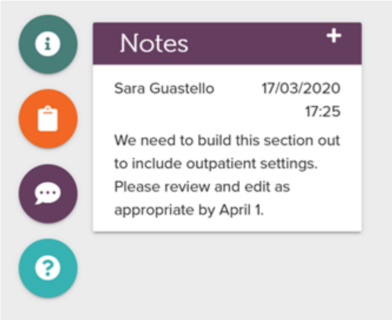
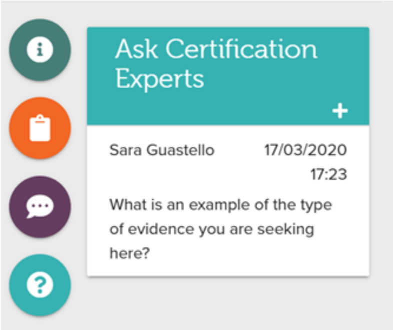
Person-Centered Care Certification

Completing the Person-Centered Care Certification Application — Tips, Guidance and Clarification

1. Assemble Your Application Team. Completion of the Certification application is a team endeavor. We recommend assembling a small team and assigning a lead for each of the five drivers. Each driver lead will manage the evidence compilation for their assigned section and take the lead in drafting the responses. The draft sections can then be circulated to others as appropriate for additional input and feedback. Be mindful to solicit input from individuals who bring different perspectives to ensure your application is comprehensive and inclusive of the organization's approach to person-centered care.

2. Use the Application Tools. There are a number of tools built into the application portal to support you in completing the application. The **Notes** tool enables your leads and internal reviewers to write notes to each other directly in the application portal. The **Ask the Experts** icon enables you to reach out to Certification staff with questions and have their responses posted directly in the application (in the section relevant to the question), so you have a record of the exchange that all internal leads and reviewers can see.





3. Keep your Responses Focused. Responses to the questions should be focused and not excessive. They should concentrate on the current state of your organization. You will have ample opportunity to elaborate and share additional details and stories during the on-site portion of the evaluation. For the purpose of the documentation, we encourage you to keep your responses concise and directly pertinent to the question being asked.

4. Be Discerning with your Documentation. Like your narrative responses, the evidence uploaded to address the evidence requirements should be focused and not excessive. Limit the documentation only to the specific pieces that are requested in the application or to pieces that directly and explicitly address a question in the application. For Portfolio Worksheet evidence requirements (EV8, EV14, EV32 and EV45), the only evidence that should be uploaded are the completed worksheets. All pre and post data and descriptions of the interventions should be documented within the worksheets themselves.

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5. Don’t Create Extra Work For Yourself. There is no need to write narrative responses to questions if you have existing documentation that directly and explicitly addresses the question. Instead in the narrative box, indicate: “See evidence uploaded for [Insert EV#].” For instance, Question #12 (criterion 1.3) asks: “What structures, processes and/or actions have been instituted to facilitate the involvement of patients/residents/families in ongoing improvement work?” If you have a Patient and Family Partnership Council charter that describes this structure, go ahead and upload the charter in lieu of a narrative description of the council.

6. Be Attentive and Thorough When Completing the Portfolio Worksheets. Criteria 1.3, 2.4, 3.7 and 5.3 require you to complete and submit standardized worksheets that demonstrate the measurable impact of person-centered interventions or partnerships. These 4 criteria are the most heavily weighted of all 26 criteria. Collectively, they are worth 47 points (that’s nearly 50% of the points needed to achieve Bronze Certification!). For this reason, you will want to be attentive and thorough when completing these worksheets. In the portfolio worksheets, do not leave any of the fields blank. Be sure your pre- and post- performance measures are aligned. In other words, be sure you are measuring the same thing and reporting it in the same way at baseline and following the described intervention. If you do not provide post-data, you will not receive credit for the worksheet.

7. Partner with Patients and Families. For the partnership portfolio worksheets required for criterion 1.3, you are asked to describe the involvement of patients/residents/family members in the improvement project. (You will complete 3 worksheets for 3 different improvement projects.) To earn full credit for each worksheet, it is imperative that patients/residents/family have been meaningfully and actively involved as collaborators to design activities that affect quality of care and the patient/resident/family experience. Basing an improvement project on patient survey findings or rounding data is an appropriate response to question #3 on the same worksheet (“What evidence did you draw on to identify this as an opportunity for improvement.”) Patient surveys and rounding data, however, do not constitute collaboration to design a better care experience. Here, we are looking for evidence of patients/residents/family being “at the table” with staff and leaders to develop solutions. This may occur through Patient and Family Partnership Councils, or could be more small scale improvement projects with 1-2 patient partners involved. If there is no evidence of patients/residents or family caregivers participating in clearly defined and purposeful ways, you will not receive credit for the worksheet.

8. Put Yourself in your Reviewer’s Shoes. Consider your reviewer when completing your application. Can they easily connect the documentation to relevant sections of the application? Clearly label each document. If there are specific elements of the documentation you want to bring to the reviewer’s attention, please highlight those areas.

9. Save As You Go. Click **PROCEED** after every response you enter. If you don’t click **PROCEED**, your response will not be saved.

10. Facilitate Internal Sharing with Preview and Submit. Utilize the **"Preview/Submit"** button to share a reader-friendly version of the complete document with other stakeholders. From this screen, you will be able to see your application in full. You can also edit directly from this screen. For those who want to save a complete version of the application, you can do so from this screen by saving it as a PDF.