

# Principles of A Person Centered System

New Hampshire is in the process of transforming its long term care system from one that is provider driven and medically oriented to one that places the individual and the family at the center of the planning and service delivery process. In a truly person centered system, the individual has maximum choice and control over the supports he or she receives. Those in need of support, along with their families or representatives, guide the planning process to ensure that the individual's goals and preferences are central to the support plan. This approach draws upon the individual's talents, actively engages his or her family and taps community networks to develop a flexible and cost-effective plan to ensure the person continued quality of life. A person centered system is aligned with the following values:

- Quality of Life
- Dignity & Respect
- Choice & Access
- Personal Responsibility
- Ease
- Service
- Integration
- Responsiveness
- Wellness
- Quality & Outcomes

New Hampshire is committed to developing a person centered system of care for all citizens – regardless of age, disability, or circumstances - who need long term care and support. Within a person centered system, individuals and service providers work in full partnership to guarantee that the person's values, experiences, and dreams are central to planning and the delivery of services.

*Person centered planning is a process for developing an individual support plan that is directed by the person and/or his or her representative and identifies the person's preferences, strengths, capacities, needs, and desired outcomes or goals.*

## **A PERSON CENTERED SYSTEM IS GUIDED BY THE FOLLOWING PRINCIPLES:**

1. Individuals and their families are invited, welcomed, and supported as full participants in system planning and decision making.
  - Individuals' wishes, values, and beliefs are considered and respected.
  - Individuals are listened to and their needs and concerns are addressed.
  - Individuals receive the information and training they need in order to make informed decisions.
2. Planning is responsive to the individual. Even in an acute or crisis situation, the individual's preferences drive the planning process, even though the decision making process may need to be accelerated in order to respond to pressing needs.
3. Services are designed, scheduled, and delivered to meet the needs and preferences of the individual, not the service provider.
4. The system is committed to excellence and quality improvement:
  - Individual rights are affirmed and protected.
  - Individuals are protected from fraud, neglect, and abuse.
  - The service system is accessible, responsive, and accountable to the individual.