

Learning Circle Peer Facilitator Guide: Person-Centered Care



Directions: In your local Learning Circles, a Peer Facilitator leads a discussion leveraging the questions below to process the training content from the most recent learning event. Please reflect on all learning topics to date as you discuss today's content including personal life experiences and how these topics might be woven into your day to day work with UHG and ultimately impact our members.

Name of Learning Circle Peer Facilitator: _____

Working in the field naturally produces a level of anxiousness. It also provides an opportunity to work with people in deeper, more meaningful ways.

1. As a result of this training, what do you see as the core differences between the traditional “medical model” and Person-Centered Care?
2. What potentially harmful words or phrases have you heard used to describe people? What are different words that could be used instead?
3. Thinking about Person-Centered Care, what do you think is the most challenging aspect of this model?
4. In your work with individuals, what strategies can you utilize that are Person-Centered?
5. Think about April's story. What did you hear in her history with other service providers that could have had traumatic impact on her? How would one approach this differently?

As an additional tool to reinforce practical application of these learnings, what is your individual Our United Culture “I Will Statement” related to how you will leverage these learnings in your day to day work with UHG?

Make a personal commitment to assuring your actions are consistent with Person-Centered Care and Person First language. Identify two to three actions that will promote this. Use “I will” statements to make a promise to yourself.