



PREFERENCE-BASED LIVING | INTERVIEWING OLDER ADULTS USING THE PELI VIDEO GUIDE

ABOUT THE TRAINING VIDEO

This viewer's guide accompanies the *Preference-Based Living: Interviewing Older Adults Using the PELI* training video developed by the Preference-Based Living team. This 22-minute video serves as a training resource for staff and volunteers who will be conducting PELI interviews with residents and offers practical tips and strategies for engaging with residents. During this video, you will see a nursing home staff member (Morgan) interviewing a nursing home resident (Gerry). This training video is about how to conduct a PELI interview in order to obtain high quality data that can be used to inform care planning efforts. This video teaches viewers best practices when interviewing older adults in a residential care setting.

WHO IS THIS VIDEO FOR?

This training video can be used for a variety of audiences. Potential viewers include:

- Direct care workers
- Volunteers
- Other professionals (e.g., activities, nursing, social work, dietary)

WHAT IS PREFERENCE-BASED, PERSON-CENTERED LIVING?

The concept of preference-based, person-centered care emphasizes, "knowing the person" and honoring each individual's preferences. The philosophy that underlies the concept of preference-based living is-- just because someone now requires long-term services and supports it does not mean that the person has to give up his/her preferences for everyday living.

WHAT IS THE PELI?

The PELI is a scientifically validated quality improvement tool that can be used to assess resident preferences and to inform care delivery. Research has suggested that using the PELI as an assessment tool to promote person-centered care has benefits at all levels (resident, staff, provider). For instance, residents may feel as if they have more control and purpose in their daily lives. Staff members become more comfortable caring for people they know. Finally, nursing homes that use the PELI can meet regulatory mandates regarding person-centered care.

BUT...WHAT ABOUT USING THE PELI WITH PEOPLE WITH DEMENTIA?

This training video provides an example of a PELI interview being conducted with a cognitively capable resident, who is able to respond to the interviewer's questions. We recognize that this may not always be the case for people with dementia; therefore, we encourage interviewers to simplify the response options into important vs. not important. For people with dementia, it may also be appropriate to use proxy reporters (please see our tip sheet entitled "Working with Proxies" at the following link: <https://preferencebasedliving.com/sites/default/files/PELI%20Tip%203%20-%20Working%20with%20Proxies%204-30-17%20final.pdf>).

DISCUSSION QUESTIONS

The video can be watched in its entirety, or facilitators may pause the video at the suggested time points and have discussions along the way using the questions below. We encourage facilitators to adapt these discussion questions to meet the needs of the organization. Please also let interviewers know your organization's expectations for using the PELI information once it has been collected.

- What are our organization's values regarding person-centered care? (1:45)
- If you had to receive long-term care services, what would be the important preferences that you would want your caregivers to know about you? (1:45)
- In this video, Gerry needs her hearing aid and glasses in order to participate in the PELI interview. What else could a resident need in order to be able to fully participate in the PELI interview? (3:32)
- Being engaged with the resident is an important quality for the interviewer to have. What are some other important qualities that an interviewer should have when interviewing a resident? (5:03)
- In the past, how have you dealt with situations where you did not agree with someone? Such as a resident, co-worker or supervisor? (5:50)
- In the video, when Gerry fell asleep, Morgan seemed like she was easily frustrated and had a lot on her mind. We all have times when we aren't feeling at our best, we may be overwhelmed with work or have something else on our minds. What are some coping strategies that we can use when we start to feel this way while at work? (9:03)
- At first, the conversation that Morgan and Gerry were having about Gerry's friends started out rough, as Morgan tried to quickly move past the fact that Gerry was sad. But in the next example, using her positive and engaging interview skills, Morgan was able to turn a sad topic of conversation into a positive one. What are some examples that you could share about when a resident was getting emotional, and you were able to turn the conversation around? (12:20)
- When a resident says that something is important to him/her but they can no longer do it, it is our organization's responsibility to find ways to problem solve in order to meet the resident's preference. Who do you think you should talk to within the organization to help brainstorm about a potentially difficult resident's preference? (16:58)
- After seeing this video, what questions do you have about our organization's expectations about using the PELI as a tool? (22:40)
- After watching this training video, what are you still unclear about? What kind of barriers to interviewing do you anticipate? As a group, let's brainstorm ways for overcoming any barriers. (22:40)

HOW WAS THIS VIDEO FUNDED?

This video was developed using funding from the Ohio Department of Medicaid's Resident Protection Fund, as part of a state-wide initiative to promote person-centered care in Ohio's nursing homes.

FOR MORE INFORMATION ...

To access the training video and related tip sheets and other resources, such as webinars and newsletters, please visit our website at preferencebasedliving.com.

If you have questions or comments, please e-mail us at PELI-Can@miamioh.edu or call our helpline at 513-529-3605.