



Provider Power Moves

Practical Steps. Big Results.

PUTTING THE “P” IN DSP

Empowering Staff to Be Their Best Professionals Selves

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Hi! I'm Sara!



Provider Power Moves

Practical Steps. Big Results.



Why the “P”?

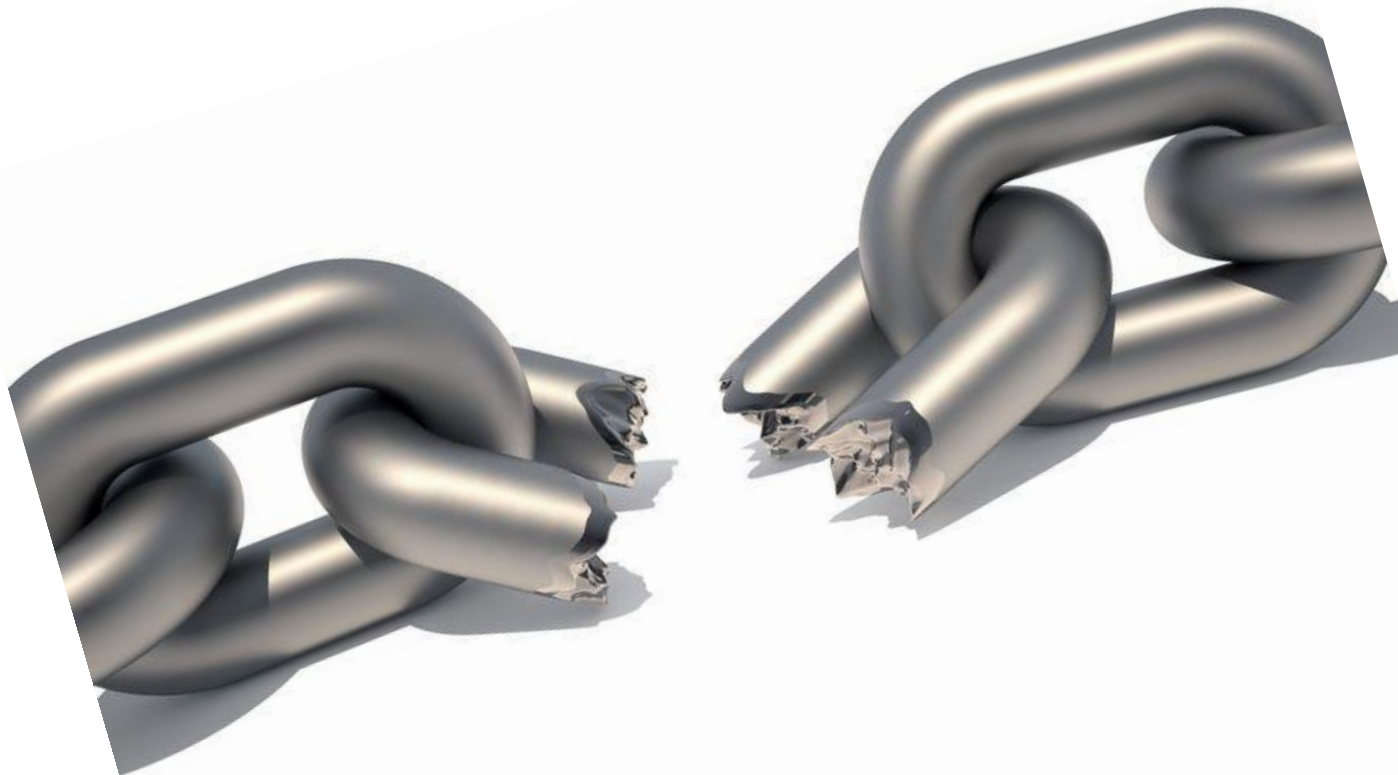


FURTHER...

We promised the ability to make a difference

But we weren't very clear about how to make a difference

WE HAVE A DISCONNECT





THIS PROBLEM MEANS:

- DSPs don't feel connected to their work
- Don't feel they are professional
- Don't feel valued for their contribution
- Don't know how to consistently make a difference in people's lives
- Don't know the criteria to use to make good decisions
- Don't know how to support individual success
- Don't know how to get credit for their work

DOWNSTREAM IMPACT TO YOU:

- Compliance risks
- Lots of errors
- Confused staff
- Failure to execute
- Low ownership
- Low morale
- High turnover
- Poor outcomes
- Ho-hum service plans
- Vague documentation
- Repeated instructions
- Lots and lots of questions

WHAT DOES THIS MEAN FOR INDIVIDUALS?

- Lots of errors in their care
- Staff are confused and frustrated
- Lots of staff churn – little stability
- Inconsistent service delivery
- Not reaching outcomes
- Not moving forward in life



CAN WE ALL AGREE?

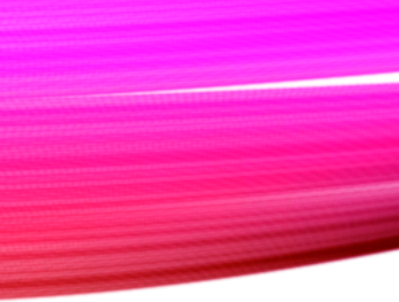
This approach doesn't serve anyone well enough?

SO HOW CAN WE FIX IT?

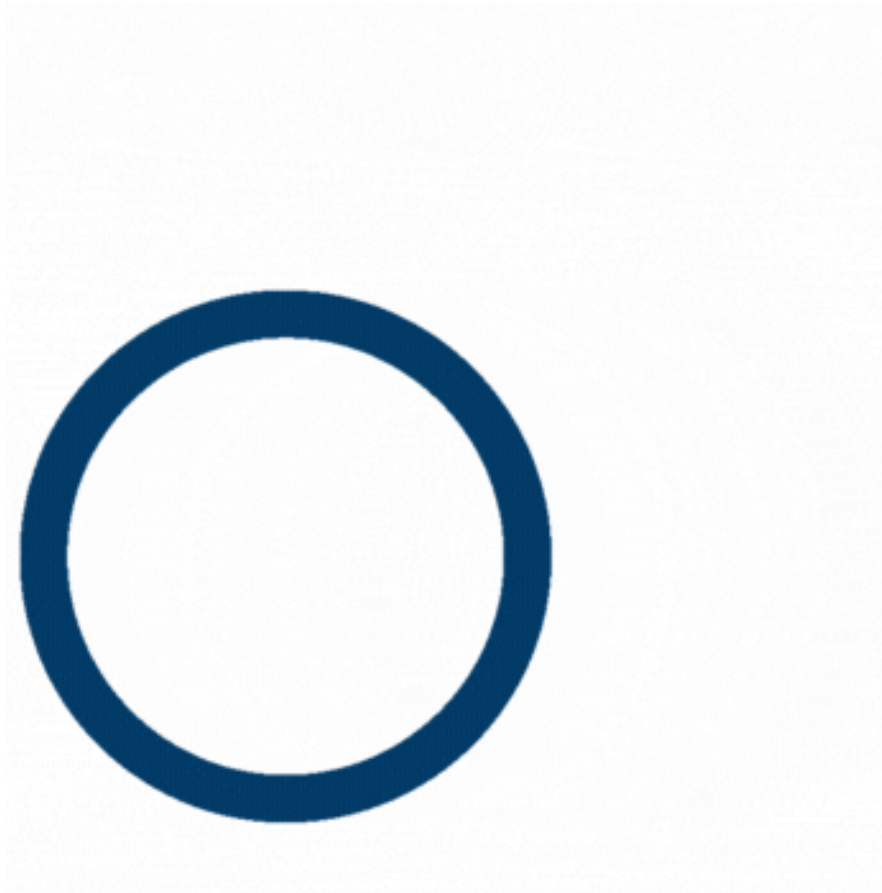




We have to change our
approach



WE TELL STAFF WHAT TO DO



"They signed that they understood"

"They have been trained"

"They should know what to do"

"They signed their job description"



We have a big focus on

WHAT

DSPs are supposed to do



We are much less clear about

HOW

They are supposed to do it

- How to execute
- How to make a difference
- How to decide what to do when
- How to report challenges and successes
- How to empower those they serve
- How to offer choice
- How expand control
- How to help with decision-making
- How to manage tasks and time
- How to move toward outcomes
- How to contribute meaningfully to the team





Why don't we get to these?

MY OBSERVATION IS...

- We spend the bulk of our time on operational concerns
- We spend much less of our time on DSP ownership and professional empowerment

This is why
there are so
many questions



CHANGE OUR APPROACH



STEP #1 - *DEFINE THE ROLE*

PROFESSIONALISM

“The skill, good judgement, and polite behavior that is expected from a person who is trained to do a job well.”

Encyclopedia Britannica



Therapeutic Program Worker

THERAPY

“A treatment that helps someone feel better, grow stronger, etc.”

dictionary.cambridge.org

WE ARE FAMILIAR WITH THE IDEA OF THERAPY

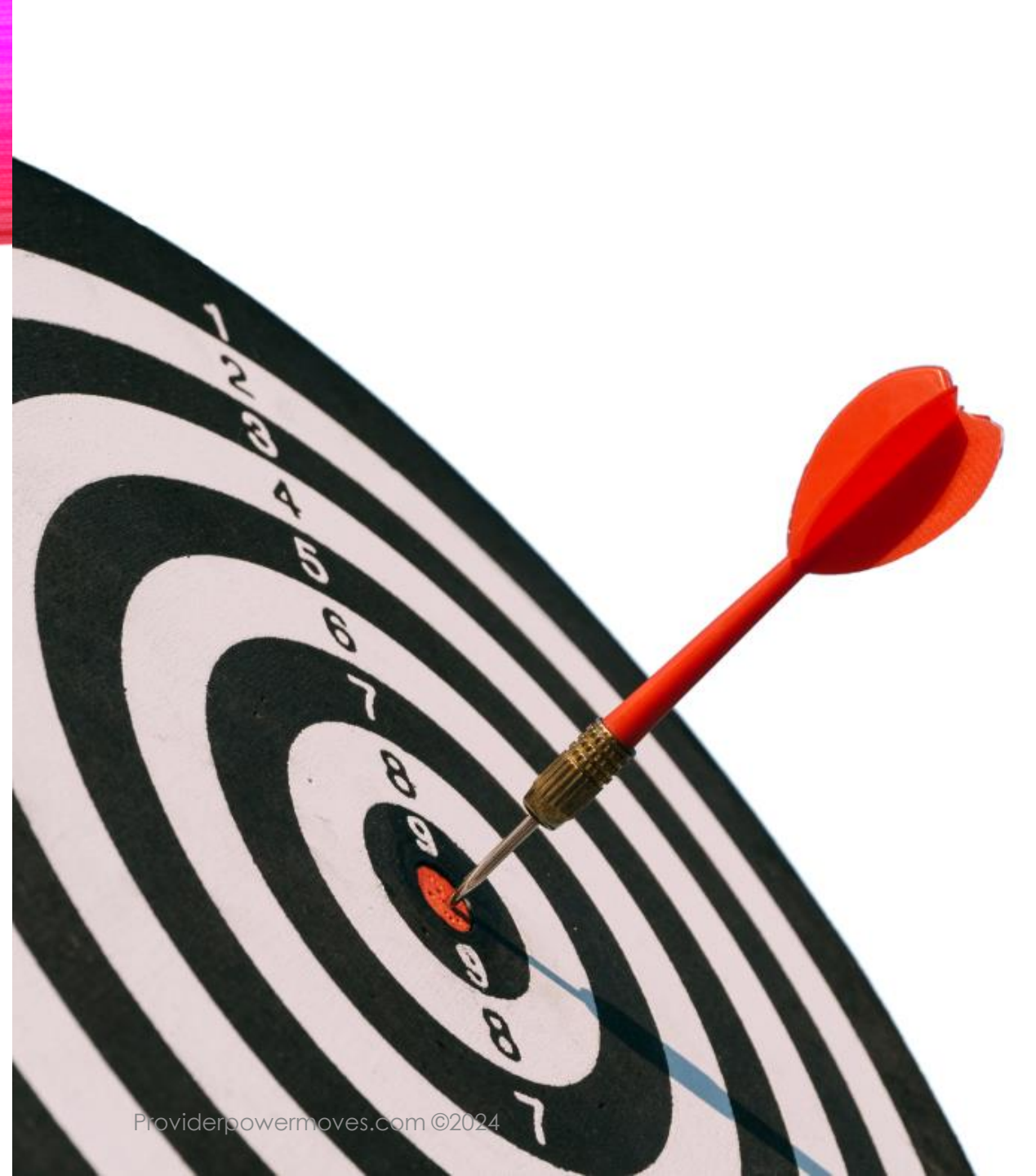
- Physical Therapist
- Occupational Therapist
- Speech Therapist



AND WHAT DO WE EXPECT OF THESE PROFESSIONALS?

- Knowledgeable in their therapy area
- Understanding of the intended outcome
- Know how to execute services to achieve the intended outcome
- Know how to adjust services to move toward the outcome
- Know how to document progress, changes in approach, etc.
- Make solid recommendations to the team

This is defined, and understood by all



If you can't define
the outcome...

You can't achieve
the outcome.

(What does success
look like?)

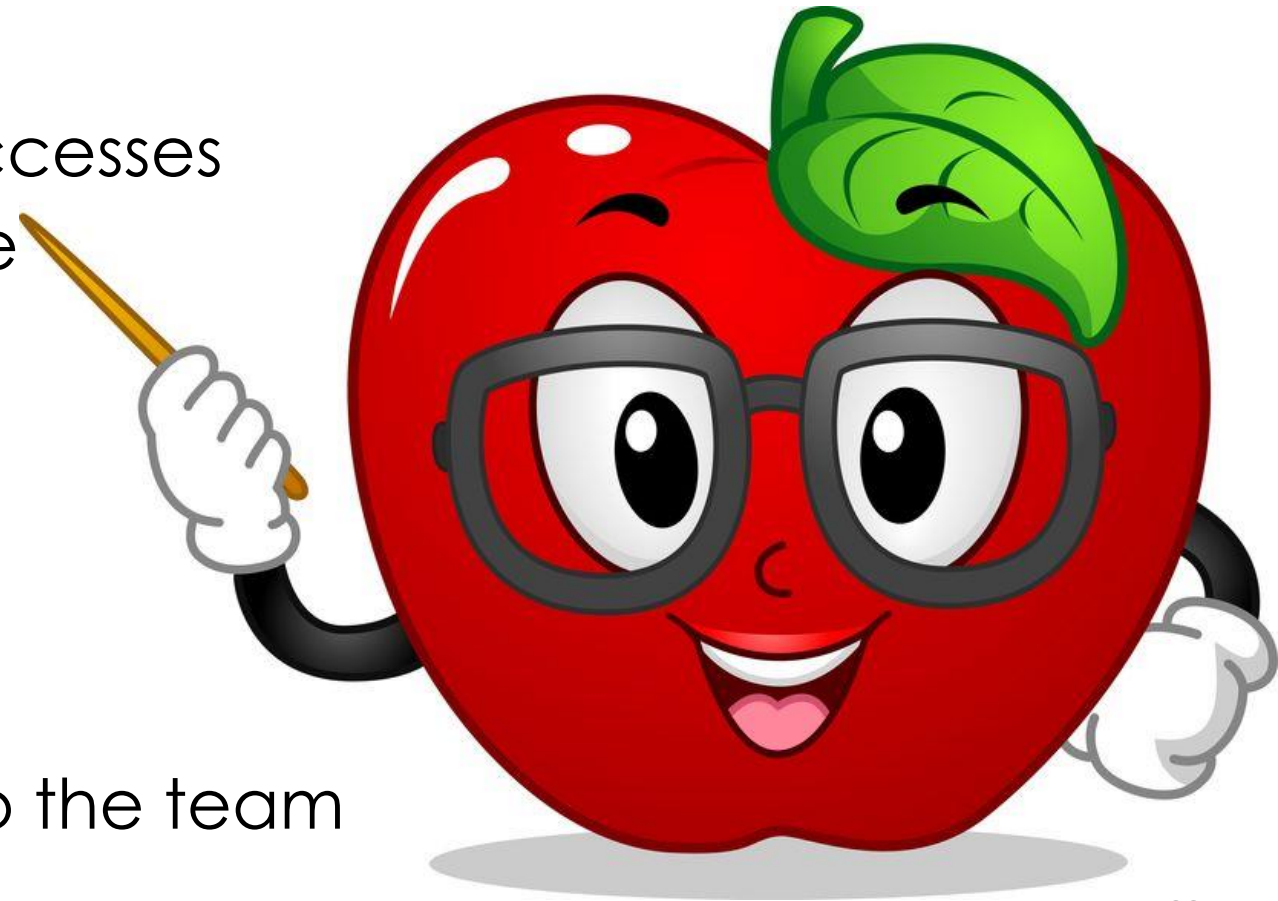






DSPS NEED TO KNOW...

- How to execute
- How to make a difference
- How to decide what to do when
- How to report challenges and successes
- How to empower those they serve
- How to offer choice
- How expand control
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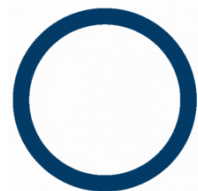
STEP #2 - *TRAIN TO THE ROLE*

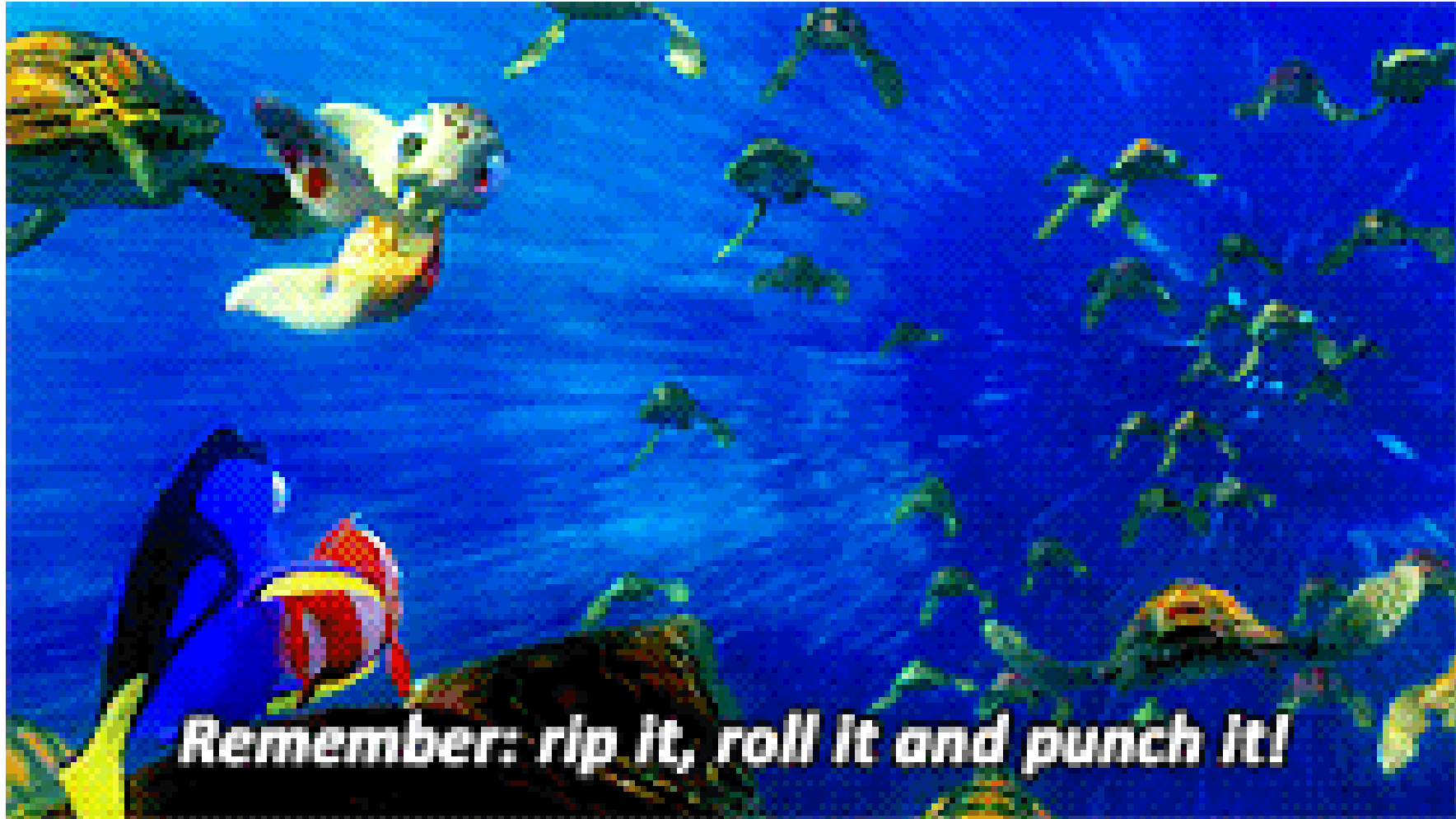


Train to **INDEPENDENCE**

How confident are you that the DSP can perform those skills they just learned...

independently?





WE NEED TO HAVE CLARITY ON...

What are the skills DSPs need?

How do we conduct/facilitate that training to get our direct support professionals to be independent on those core skills?

**These are our questions to be answered
when it comes to training**

ALSO DEFINE...WHEN, WHERE & WHO

- What training happens in orientation?
- What training happens with the supervisor?
- What is the hand-off like?



What is the
feedback loop?



**ALL OF THIS BECOMES PART OF
YOUR...**

Annual Training Plan



STEP #3 - *MONITOR TO THE ROLE*

THIS MEANS...

DSPs get checked against the *how's*...

Just like all the other therapists

- How they execute
- How they make a difference
- How they decide what to do when
- How they report challenges and successes
- How they empower those they serve
- How they offer choice
- How they expand control
- How they help with decision-making
- How they manage tasks and time
- How they move toward outcomes
- How they contribute meaningfully to the team





**How their services
impacting the
individual's plan
and life quality?**



Internal Compliance Program & Communication Plan

MONITORING MEANS WE DEFINE...

- Who is checking?
- What are they checking for?
- How often are they checking?
- What does success look like?

MONITORING ALSO MEANS...

- DSPs know what they are being checked on
- Know what success looks like
- And can check themselves

No surprises...No errors

YES!!

You will still monitor...

- Attendance
- Completing documentation
- Home cleanliness
- Reporting incidents
- Following call-off procedures
- Etc.

These become secondary

THE FOCUS...THE CONVERSATION...

Becomes about service delivery, individual outcomes, getting people to independence, increasing self-direction

PUT DSPs IN CHARGE

- Allow them to manage workflows
- Ask them to identify process shortcomings
- Give them problems to solve
- Seek input on improvements
- Share data
- Establish accountability
- Celebrate success

SUPERVISORS THEN...



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SUCCESS IS COMPLETELY POSSIBLE WHEN **WE** SHIFT OUR FOCUS

- How they execute
- How they make a difference
- How they decide what to do when
- How they report challenges and successes
- How they empower those they serve
- How they offer choice
- How they expand control
- How they help with decision making
- How they manage tasks and time
- How they move toward outcomes
- How they contribute meaningfully to the team

SECRET SAUCE - *PREPARE THE SUPS!*



SUPERVISOR'S MUST KNOW:

The work is being done correctly and on time

OR...

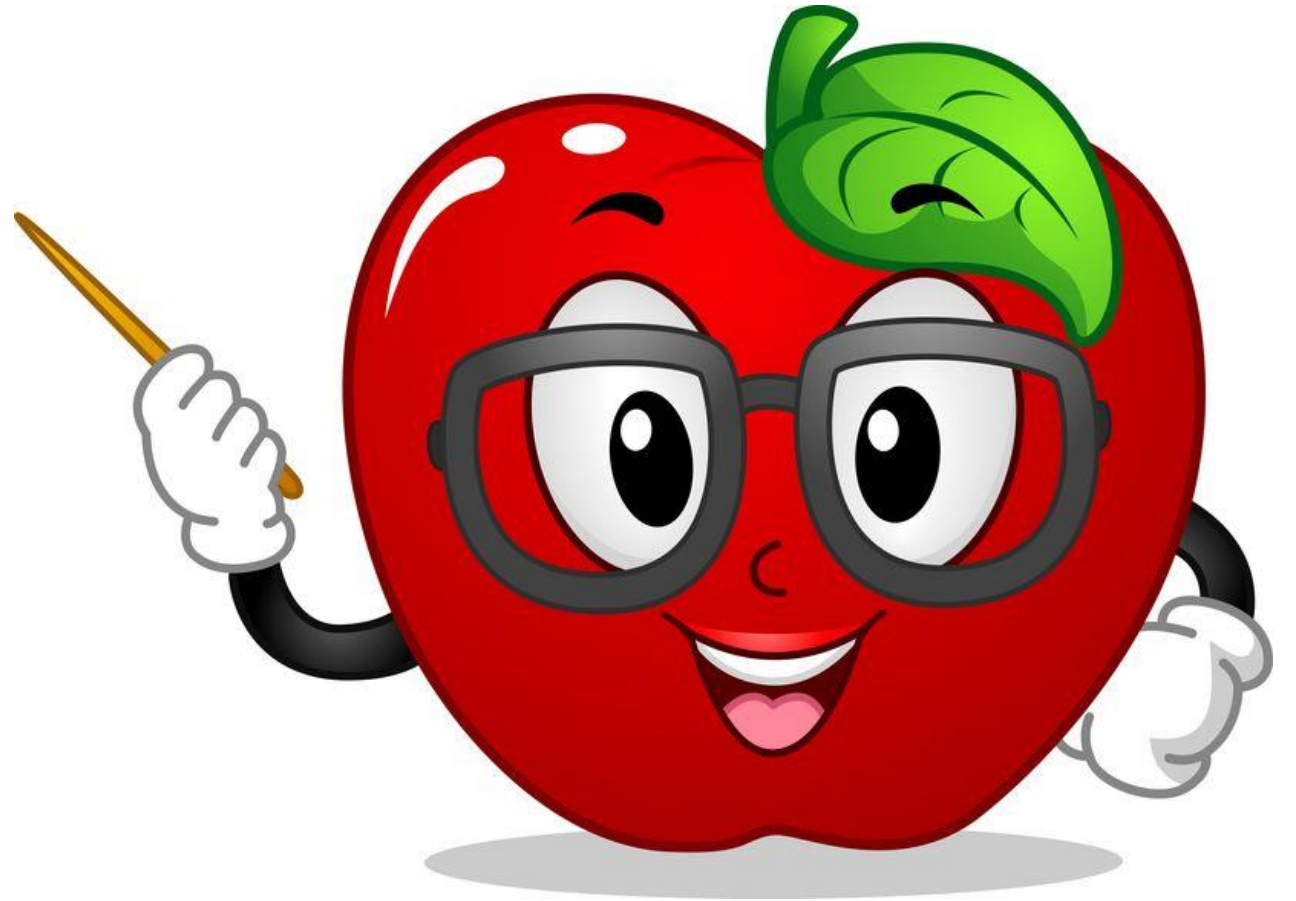
It isn't. And they need take action to correct that situation.

SUPERVISORS NEED TO KNOW...

All the DSP How's

PLUS

How to Teach
How to Evaluate
How to Monitor
How to Correct
How to Track



THIS SHIFT TAKES TIME



REVIEW:

- Shift your focus
- Define the DSP role
- Train to the DSP role
- Monitor the DSP role
- Train and support the Sups so they can support DSPs

And you will have the “P” in DSP

QUESTIONS?

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