

# Collaborative Decision Making during COVID – 19: A Guide for IRIS Participants

---

## **Goals:**

- Use collaborative and creative communication and efforts with participant, legal decision maker(s), family, providers, and support network to identify concerns and accurately identify supports needed.
  - Ensure that the supports, services, and goods are allowable, most effective, cost effective, and are supporting the participant with achieving or maintaining, his or her long-term care outcomes.
- 

## Step 1: Identify the core issue(s)/concern(s)/need(s)

- Explore how the participant's needs and goals have been impacted by COVID-19.
- What are the main priorities in the participant's daily schedule?
- How has COVID-19 impacted the participant positively and negatively?
- What is working well?
- What other changes are impacting the participant's daily routine/life?
- How have caregiver and family needs changed?

*Relate issue(s)/concern(s)/need(s) to a long-term care outcome.*

For each core issue identified:

- How does the core issue relate to the participant's LTC outcome?
- Does the core issue affect the participant's health or safety?
- Does the core issue affect the participant's independence, ADLs, or IADLs?

*Review possible changes to the Individual Support and Service Plan (ISSP).*

- Are the current supports and services helpful? Are changes needed?
- What top three goals would be most helpful right now?
- At what level are the participant's support systems accessible?

*Establish a communications plan for use during COVID-19*

- Is the participant receiving the right kinds of communication? What would they like to receive more of? Less of?
- What method of communication is the best?
- Who can be contacted if the participant cannot be reached?

*Create a backup plan for the unexpected.*

- How can the plan ensure the provision of support if services, caregivers, or family become unavailable?
- Does the plan address ongoing support if the participant, family member, or provider test positive for COVID-19?
- What alternative methods for contact with a legal decision maker, family member, or friend (of the participant choice) are there, in the event that the participant is unavailable for regular contact with the IRIS Consultant?

## Step 2: Promote creative options to remediate the core issue

- Explore resources in the community.
- Explore short-term natural support options, prior to making requests for additional purchases of goods or additional services.
- Evaluate how the issue would be addressed if the participant were not in a LTC program.
- Explore remote service delivery versus face to face service delivery.
- Consider the participant's culture and values.

## Step 3: Review with participant/legal decision maker

Review the options.

- What are the most effective options to support the LTC outcome?
- What are the most cost effective options to support the LTC outcome?
- What options most effectively support the core issue, as related to COVID-19?

## Step 4: Apply policies or guidelines

Reference IRIS policy, work instructions, and the [IRIS Participant Education Manual](#) when evaluating requested services related to COVID 19.

## Step 5: Make a decision

Discuss options for meeting LTC outcomes when evaluating requested support(s) with the participant and legal decision maker to determine how to best support the long-term care outcome being impacted by COVID-19.