Mapping a Participatory Culture Change Process in Dementia Care

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**Purpose**

To provide a detailed accounting of our culture change process to date, by identifying the:

- “Speedbumps”
- “Ramps to Opportunities”

**Mapping the Culture Change Process**

<table>
<thead>
<tr>
<th>Personal Level Speedbumps within the self</th>
<th>Ramps to Opportunities</th>
<th>Social Level Speedbumps within relationships</th>
<th>Ramps to Opportunities</th>
<th>Organisational Level Speedbumps within the system</th>
<th>Ramps to Opportunities</th>
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</thead>
<tbody>
<tr>
<td>- Limiting personal assumptions about the abilities of persons with dementia to contribute to the process</td>
<td>- Incorporating exercises on the importance of including persons with dementia; using art-based approaches to facilitate inclusion; representing diverse voices</td>
<td>- Fluctuating membership</td>
<td>- Re-visit process to welcome and introduce new members to AI; using ice-breakers to reflect on process in a fun way</td>
<td>- Identifying hierarchies between management and frontline staff</td>
<td>- Using strengths-based approaches to demonstrate how everyone’s expertise and experience is valuable</td>
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<td>- Acknowledging tensions relating to moving away from traditional problem-solving approaches (e.g., focusing on challenges rather than solutions, and on immediate ‘fixes’ rather than long-term change)</td>
<td>- Re-affirming and modelling the AI principles by encouraging open dialogue and developing appreciative responses for probing negativity</td>
<td>- Building trust among members</td>
<td>- Collaborating to limit use of jargon; Knowledge Translation Specialist develops exercises to increase trust and teambuilding</td>
<td>- Recognizing the need to build support and commitment from internal leadership and align our work with organizations’ strategic directions</td>
<td>- Encouraging open dialogue to facilitate leadership support, cooperation</td>
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<td>- Prioritizing personal agendas over collective goals</td>
<td>- Identifying and celebrating collective accomplishments</td>
<td>- Communication barriers: -Academic and healthcare jargon -Different languages spoken -Members not comfortable to share -Perceived social hierarchies related to cultural norms -How to connect with broader community</td>
<td>- Spreading messages to the broader community in creative ways</td>
<td>- Competing demands relating to staff responsibilities and priorities</td>
<td>- Demonstrating how everyone’s contributions are making a difference</td>
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</table>

**Introducing the PiDC Alliance’s Four Culture Change Coalition (CCC) Sites**

- **Bloomington Cove Specialty Care (Partnering Together for Change)**
  - Using art-based projects to connect with residents in Discovery phase
- **Yee Hong Ho Lai Oi Wan Centre for Geriatric Care**
  - LTC home for individuals of Chinese and South Asian descent, working through the Dawning process
- **The Huron County CCC**
  - Community care setting including Huron County Alzheimer’s Society, Community Care Access Centre, ONE CARE Home and Community Support Programs, Adult Day Away Program and St. Elizabeth Healthcare—working on Discovery
- **Village of Wentworth Heights (Reaching for New Heights)**
  - Operationalizing 3 ‘aspiration’ statements in the Destiny or Delivery phase

**Guiding Integrative Theoretical Framework**

**Implications**

- Effective culture change for dementia care requires negotiation between multi-level issues which are personal, social, and systemic;
- Ramps to Opportunity emerge from Speedbumps when we integrate guiding principles from Appreciative Inquiry, Authentic Partnerships and ADRD frameworks; and
- Mapping the Culture Change process creates an accessible reference for members of diverse CCC groups who are working through different phases of the AI process.

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http://www.pidc.uwaterloo.ca/