Collaborative Relationships in a Community Care Partnership

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Culture Change Coalitions

- Bloomington Cove Speciality Care
- Yee Hong Centre for Geriatric Care
- The Village of Wentworth Heights

- The Huron County Culture Change Coalition
The Huron County Culture Change Coalition Partners

Persons with Dementia & their Families

Huron County CCC

South West CCAC

Saint Elizabeth

ONECARE Exeter Grand Bend ADPS

Researchers

Alzheimer Society
The PiDC Alliance Approach

Appreciative Inquiry | Authentic Partnership Approach

- Connect and commit to each other
- Establish and maintain open communication
- Value diverse perspectives
- Create a safe space
- Conduct regular reflection and dialogue
- "Dawn Discover Dream Design Deliver"

Authentic Partnership Approach

- Appreciative Inquiry
Authentic Partnership Approach

3 Guiding Principles

• Genuine Regard for Self and Others
• Synergistic Relationships
• Focus on the Process

5 Enablers

• Connect and Commit
• Create a Safe Space
• Value Diverse Perspectives
• Establish and Maintain Open Communication
• Conduct Regular Reflection and Dialogue
Building Authentic Partnerships

Dawn  Discover  Dream  Design  Deliver

January 2011  →  September 2012
DAWN
Our Work Begins

What needs to happen?
Working together, we will establish the Culture Change Coalition, learn about and from each other, develop skills and knowledge in preparation for an appreciative approach, and work to build trusting relationships and nurture authentic partnerships.
Four Main Challenges

- Geographical Distance/Rural Catchment Area
- AI Approach with Multiple Agencies
- Privacy Issues
- Including Voices of Persons with Dementia
Geographical Distance/Rural Catchment Area

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Provincial Geographical Context

(Retrieved from http://www.healthkickhuron.ca/HCHS.htm)
Mapping Huron County

- Communities circled in blue are those represented to date by our CCC members

- One community outreach activity occurred in Goderich in early September 2012

Examples: Finding “Common Ground”

<table>
<thead>
<tr>
<th>Activity</th>
<th>Authentic Partnership Enablers</th>
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</thead>
<tbody>
<tr>
<td>• Developing CCC Guiding Principles</td>
<td>• Connecting and committing</td>
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<tr>
<td>• Ice-Breaker “What brings you through the door?”</td>
<td>• Creating a safe space</td>
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<tr>
<td>• Quotes activity</td>
<td>• Establishing and maintaining open communication</td>
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Guiding Principles: Huron County CCC

• Personal Objectives

• As a group I hope we can:
  Work in partnership to enhance the care experience
  Work together as a community of partners to explore common ground
  Work as a team to improve care for people with dementia

• A Safe and Secure Environment

• Other Guiding Principles
Activity: What Brings You Through the Door?

- **Objective**
  To explore what it is that brings members back to the meetings, either the first meeting, or what keeps them coming back.

- **Preparation**
  Print out and photocopy the image of a door, one per group member. Cut the images and paste on one side of a cue card.

- **Materials Needed**
  - Cue Cards
  - Pens/Markers

- **Instructions**
  1. Hand out cue cards and ask members to write down what brings them through the door, meaning why is it they are part of the CCC.
  2. Group members can decide if they feel comfortable sharing their responses with the group.

(Retrieved from www.pidc.uwaterloo.ca)
Quotes Activity

Objective:
To challenge assumptions about the ability of people with dementia to have a voice, to contribute, and to be meaningfully involved in decision-making

Reflective Questions:
• Upon reflecting on these quotes, what assumptions exist around persons with dementia?
• How might these quotes influence how we interact with our partners?
• What can we take from these quotes to help us in our Discovery Phase?
• How do these quotes influence what you think about our Discovery process?

(Retrieved from http://pidc.uwaterloo.ca/reports/Final%20Toolkit__Dawning_on%20website.pdf)
WIRL

- **Working together**
  - Cooperation between agencies is key
- **Including and respecting**
- **Recognizing and knowing**
- **Learning and sharing**
AI Approach with Multiple Agencies

Geographical Distance/ Rural Catchment Area

AI Approach with Multiple Agencies

Privacy Issues

Including Voices of Persons with Dementia
Selected Strategies & Enablers

Activity

• Mapping Exercise
• Discovery Exercise
• Participation in Health and Harvest Fest in Goderich

Key Authentic Partnership Enablers

• Valuing diverse perspectives
• Connecting and committing
• Conducting regular reflection and dialogue
Mapping the CCAC Organization
Mapping Out Services Closest to Persons with Dementia and their Families
Discovery Activity

1. If you had three wishes for your agency, what would they be?

2. What do you value most about your agency?

3. Tell me about a time when you were really engaged in, or excited about working at your agency.

4. What is the core factor that gives life to your agency when it is at its best?
Key Themes from Coalition Members’ Discovery Exercise

Working together as a team

- Dedicated staff
- Enthusiasm
- Common goals
- Team work
- Camaraderie
- Supported by a team
- Communication
- Empowered family
- High morale
- Good leadership

Resources (system)

- Properly allocated funding
- Adequate staff
- Coordination of services (communication between services)

Making a difference (Client fulfillment and growth)

- Equal opportunities for all clients
- Satisfied clients and stakeholders
- Meeting all needs of clients (Physical and emotional)
- Engaged when client moves on
- Best interest in clients
- Attending and responding to the needs of clients, listening and giving time
- Courage to continue client focus
- Best Interest of the client: Life, laughter and love
- Not letting other objectives get in the way of enriching people’s lives

Personal satisfaction of making a difference (Personal fulfillment and growth)

- Looking after someone else
- Making a difference
- Bring out the best in you
- Opportunities for continued education
- Working with people with needs/being part of their life
- Involved
- Helping people through crisis - happy to be part of the process
- Engagement/recognition
Reflective Dialogue Examples

• Meeting “Key Take-away”

“Our new vision for this team: A collaboration between organizations to draw on strengths to improve home and community care of people with dementia.” (November 2011)

• Meeting Dialogue

“That’s important for us to remember. That it’s not just about strengthening your own group. But also strengthening ... everyone, the services, [and] the support that you’re given.” (CCC Member)
Our New Common Identity

Huron County Culture Change Coalition

Saint Elizabeth/CCAC Culture Change Coalition

December 2011

January 2011
Building Community Relationships

Health and Harvest Fest
Goderich, Ontario
September, 2012
“The meeting today raised some interesting issues around relationships and ethics.” (Key Take-Away, October 2011)
The Issues

• Overlapping client lists among the multiple agencies created a potential problem of receiving multiple invitations to participate in the Discovery.

• Supervisors leading AI Discovery focus groups.

• Boundary issues related to living in a small rural community as a health care provider.
Selected Strategies & Enablers

**Activity**

- Protocol developed for sending single invitations to clients receiving services from multiple agencies.
- Collaborated and consulted with agency reps and an agency privacy officer before REB submission.
- CCC members who were PSWs led data collection.

**Key Authentic Partnership Enablers**

- Value Diverse Perspectives
- Establish and Maintain Open Communication
Including Voices of Persons with Dementia

- Geographical Distance/Rural Catchment Area
- AI Approach with Multiple Agencies
- Privacy Issues
- Including Voices of Persons with Dementia
The number of people with dementia in Huron County will almost double by 2035

Retrieved from ?
## Selected Strategies and Enablers

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<tr>
<td>“Quotes” Activity</td>
<td>• Creating a safe space</td>
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<tr>
<td>Ice-breaker: “Share your</td>
<td>• Connecting and committing</td>
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<tr>
<td>best insights about</td>
<td>• Valuing Diverse Perspectives</td>
</tr>
<tr>
<td>communicating effectively</td>
<td>• Establish and Maintain Open Communication</td>
</tr>
<tr>
<td>with persons with dementia.”</td>
<td>• Conduct Regular Reflection and Dialogue</td>
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<tr>
<td>Discovery Planning: “What</td>
<td></td>
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<tr>
<td>and What For?”</td>
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Quotes Activity

Objective:
To challenge assumptions about the ability of people with dementia to have a voice, to contribute, and to be meaningfully involved in decision-making

Reflective Questions:
• Upon reflecting on these quotes, what assumptions exist around persons with dementia?
• How might these quotes influence how we interact with our partners?
• What can we take from these quotes to help us in our Discovery Phase?
• How do these quotes influence what you think about our Discovery process?

(Retrieved from http://pidc.uwaterloo.ca/reports/Final%20Toolkit_Dawning_on%20website.pdf)
Working together
We need to build trust with persons with dementia in this process.

Including and respecting
Persons with dementia can participate.
We need to ask them, respect them and include them in care.
We need to give the chance for persons with dementia to speak, instead of speaking for them.
We need to validate the experience of persons with dementia.

Recognizing and knowing
We need to recognize that persons still have a life even if they have dementia (they are still a spouse, a parent, a citizen, etc.).

Learning and sharing
We need to empower ourselves and others through education (especially persons with dementia and the wider community).
It is important for us to share our Discovery phase results with persons with dementia.
Persons with dementia need to understand this project and their participation in it and be kept informed of the outcomes.
Communication: Best Insights

• Don’t correct or argue as it may lead to agitating the person.

• Understanding who people are and trying to relate to them person to person.

• Regardless of what level/stage of dementia someone is at, you need to speak to them like an adult – they are still people.

• People with dementia can answer open-ended questions. They are able to share thoughts, feelings and ideas.

• Be conscious of how quickly and clearly you’re speaking. Give people enough time to process and respond to you.
Discovery Planning

What (Content)?

• What it takes to develop care relationships early on and sustain them over time.

What For (Objectives)?

• To create comfortable relationships that enable persons with dementia to participate in their care.

• To form relationships with family and clients early on to help them transition through the stages of the disease.

• To work as a consistent team.
## “Key Take Aways” Over Time

<table>
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<tr>
<th>Month</th>
<th>Notes</th>
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<tr>
<td>Feb 2011</td>
<td>Our focus will be on <strong>creating a plan</strong> to <strong>include</strong> persons with dementia and family members as part of our CCC.</td>
</tr>
<tr>
<td>May 2011</td>
<td>We discussed ways that the <strong>perspectives of all</strong> members could be <strong>included</strong>, especially those unable to attend meetings.</td>
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<tr>
<td>Oct 2011</td>
<td>The appreciative approach will be important to <strong>support</strong> persons with dementia in a journey that can sometimes be negative.</td>
</tr>
<tr>
<td>Nov 2011</td>
<td>Generated some <strong>strategies</strong> about how we are going to <strong>include</strong> people with dementia in the process and that <strong>plan is already in action</strong> (i.e. piloting the Discovery questions.)</td>
</tr>
<tr>
<td>June 2012</td>
<td>The Discovery sessions held for persons with dementia <strong>reaffirms</strong> that people with dementia have an important voice.</td>
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Summary

- Appreciative Inquiry unfolds differently in a newly formed group consisting of representatives of multiple organizations.
- The guiding principles and enablers of the Authentic Partnership Approach are embedded in the Huron County CCC activities.
- The Authentic Partnership Approach contributed to sustaining a focus on opportunities and possibilities for learning and working together.
Contact Information

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For more information about the PiDC, please go to our website: www.pidc.uwaterloo.ca