From Discovery to Dream: Aspiring toward culture change in dementia care

PiDC
Partnerships in Dementia Care

Enhancing Dementia Care for Everyone

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Introductions

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Objectives for this session

1) To highlight two phases of the Appreciative Inquiry (AI) process (Discovery and Dream) sharing learnings and insights from our journey

2) To envision an ideal dementia care context aligned with culture change values

3) To develop aspiration statements that reflect that ideal

4) To share next steps for Design and putting aspiration statements into action
What is the PiDC Alliance?

A collaborative research network and initiative focused on enhancing the care experiences for persons with dementia, family partners in care, and staff in long-term care homes and community care settings

GOALS

• Understand the culture change process
• Develop and share culture change resources
• Build capacity in dementia care settings
• Enhance the care experience for all
Culture Change Coalitions/
Village Advisory Teams

1) Bloomington Cove –
“Partnering Together for Change”

2) Village of Wentworth Heights -
“Reaching for New Heights”

3) Huron County Culture Change Coalition

4) Yee Hong Culture Change Coalition
Our Focus is….

- An Informed Society
- Enabling & Supportive Environments
- Personal, Social & System Connectedness

We appreciate &
work to...

- Discover ‘the best of what is’
- Dream ‘what might be’
- Design ‘what should be’
- Deliver ‘what will be’
- Establish & maintain open communication
- Connect & commit to each other

Guiding Principles

To guide our process we...

- Make decisions together
- Create a liveable space where all can thrive
- Value and integrate our collective abilities & gifts
- Respect the welfare of others
- Are accountable
- Focus on the process

Culture Change Process

In partnership, we strive to...

- Enhance the care experience for persons with dementia, family members & staff
- Appreciate & build on our strengths to build capacity

Culture Change Outcomes
Problem Focused Versus Appreciative Approaches

Traditional Approach
- Define problem
- Analyze failure
- Time drags
- No fun
- Hard work
- Mechanical
- Vulnerable
- Alive
- Exhausted
- Overwhelmed
- Feels impossible!
- Low energy
- No time to make it happen
- Find only - few involved
- Focus on what's wrong
- Searching for root cause of failure/decay
  - If you look for problems, you'll find more problems
  - Fix the past
- Obstacles treated as barriers

Appreciative Approach
- Search for what works
- Amplify what works
- Time flies
- New possibilities
- Organic, emergent
- More alive!
- In sync
- Energy can't be
  - High energy
  - Whole greater than sum of parts
  - Stopped
- Focus on what works
- All (or all levels) involved
- Solutions from within
- Search for root causes of success
  - If you look for successes, you'll find more successes
- Create the future
- Obstacles treated as ramps into new territory
PiDC Alliance’s 5 Stage Culture Change Process Using Appreciative Inquiry

5 Phases of Appreciative Inquiry

Dawn - building relationships to lay the foundation for change
Discovery - finding the ‘best of what is’
Dream - imagining an ideal future
Design - planning for and committing to collaborative change
Delivery - creating the future through innovation and action
DISCOVERY
Discovering ‘the best of what is’
Discovery
Appreciating the best of what is

What needs to happen?
Plan for, gather, and share positive stories of ‘high point’ experiences, ensuring that diverse voices are heard

What will we accomplish?
The identification of the ‘positive core’ or what is ‘life giving’ about the site, organization, or community
Strategies for Discovering ‘The Best of What Is’

• CARE Profiles Questionnaires (residents, family members and staff)
• Arts-based activities with residents
• Resident and family councils
• One-on-one interviews
• Cove’s Corner with staff
• Small focus groups (staff groups, family members)
• Informal interviews with residents at ‘Resident Lunch Club’
Appreciative Interviews

1. What is an appreciative interview?
2. Break into small groups of 6 or 8 members
3. Choose a partner within your group you do not know well
4. Interview each other using the following questions:
   
   Describe a high point that you have experienced in your current care/work environment? What was happening? What were you feeling? What made it a great moment?

5. In your small groups, share what you discovered
6. Identify three things from your shared discovery that reflect the best of what is and record on the flip chart paper provided
DREAM

Imagining ‘what might be’
DREAM

TO IMAGINE WHAT COULD BE?

What needs to happen?
Reflect on the positive core, challenge the status quo, and develop common images of what could be

What will we accomplish?
The creation of aspiration statements to guide future actions
Dreaming an Ideal Care Experience in Dementia Care

1. An example of an ideal care experience

2. In your same small groups, discuss the following question:
   - What does the ideal care experience/environment look like?

3. Based on your discussion, create an artistic or creative representation of the ideal care experience/environment using the materials provided
Creating Aspiration Statements
Bloomington Cove demonstrates respect and supports dignity for all residents, family and staff who are all valued.
Creating Aspiration Statements

• Everyone is valued and respected through clear actions
• Everyone feels appreciated and has opportunities to make contributions that are recognized and supported
• There is a strong sense of pride and satisfaction
• Bloomington Cove embraces and recognizes diversity and supports individual needs and abilities
• Everyone has a voice and is included in decision-making
• There are nurturing, close, trusting, emotionally engaged and consistent relationships based on teamwork and support
Creating Aspiration Statements

1. In your small groups, choose one of the common themes that emerged from the creative representation exercise.

2. Construct an aspiration statement for the theme that:
   - is provocative, bold, and inspirational
   - is grounded in what has worked well in the past
   - would excite and energize others
   - is stated as if it is happening now and in positive language

3. Write your aspiration statement and description on flip chart paper.
Making Aspiration Statements a Reality
But Changes Continue to Take Shape Throughout The Process

A few examples...

• Greater awareness of staff contributions
• Higher staff involvement
• Increased interest and engagement with arts based activities
• Music iPod Project
• Development of the life skills stations
• Family council has adopted a more appreciative approach
Five Key Take-Aways from Today’s Session

1.
2.
3.
4.
5.
Learn more about us

• Join the PiDC Alliance Mailing list email: 
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• Visit the PiDC Alliance website to find toolkit and resources 
  www.uwaterloo.ca/pidc

• Follow us on social media
  
  @pidcalliance and @crackeddementia
  
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