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
<table>
<thead>
<tr>
<th>Culture Change is…</th>
<th>Culture Change is not…</th>
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<tr>
<td>• a movement from the medical/institutional model of care to a relational/community approach supporting living</td>
<td>• an end product or outcome</td>
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<td>• an organic on-going process</td>
<td>• solely a quality improvement initiative</td>
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<tr>
<td>• A critical examination of the language, values, assumptions, attitudes, approaches and policies within an organisation</td>
<td>• a specific program or model of care that is implemented</td>
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<td>• a one-size fits all approach</td>
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<td>• a top-down mandate imposed by others</td>
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Culture Change Coalitions
Partnering Together for Change at Bloomington Cove
Yee Hong Culture Change Coalition
Reaching for New Heights at The Village of Wentworth Heights
Huron County Partners for Dementia Support
Royal Oak Making a Difference Committee
Willowgrove Dream Weavers
• Staff from:
  • Alzheimer Society
  • CCAC
  • One Care
  • Saint Elizabeth
  • Willow Home Care

• Family members of persons living with dementia

• Researchers from the University of Windsor and the University of Waterloo
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 DATA

- 93 questionnaires were returned from:
  - 44 staff from Saint Elizabeth
  - 18 family care partners
  - 11 staff from Alzheimer Society and One Care
  - 15 persons with dementia
  - 4 volunteers
  - 1 physician

- Data captured:
  - Descriptions of positive caring experiences
  - Helpful resources and information
  - Suggestions to improve care and support
  - How people take care of themselves
DISCOVERY DATA

• 24 Saint Elizabeth staff participated in a mini AI Summit

• Questions included:
  • Tell me about a great moment you had while working at Saint Elizabeth?
  • What “gives life” to Saint Elizabeth when it is at its best?
  • If you had three wishes for Saint Elizabeth, what would they be?

• Focus groups were conducted with:
  • 7 participants of the Exeter Adult Day Away Program
  • 6 participants from the Grand Bend Adult Day Away Program
  • 5 family members who formed an informal social group

• Questions focused on:
  • What kinds of services help people stay in their homes
  • Positive care experiences
  • Support needed for family care partners
THEME 1: SUPPORT AND CARE EXPERIENCES ARE RELATIONSHIP-CENTERED

- Persons with dementia feel valued
- Families feel supported through relationships they have developed
- Staff are forging caring, reciprocal relationships while recognizing professional boundaries
- Volunteers are forming friendships
- Social groups nurture supportive relationships based on trust and common experiences
ASPIRATION STATEMENT #1

Relationships are at the heart of dementia care in Huron County.
THEME 2:
THERE ARE OPPORTUNITIES FOR ACTIVE, MEANINGFUL ENGAGEMENT

• Persons with dementia have choices in their care and activities

• Families have opportunities for self-care, access to education, and flexibility

• Staff have the time and flexibility to foster interactions supportive of clients’ active engagement

• Volunteers actively involve clients in choosing their day

• Social groups learn together and enjoy ‘normal’ activities
In Huron County, people involved in dementia care are actively and meaningfully engaged in their care experiences and in the life of their communities.
THEME 3:
STAFF ARE KNOWLEDGEABLE, DEDICATED, AND SATISFIED

• They enjoy client interaction
• They feel like they are making a difference
• They know they can rely on the team
• There are opportunities to care for self
• They are being recognized for their work
ASPIRATION STATEMENT #3

In Huron County people involved in dementia care are confident, knowledgeable and dedicated.
USING APPRECIATIVE INQUIRY TO GUIDE CULTURE CHANGE

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
WE VALUE YOUR INPUT

Your input on three main questions is needed to help the work of the Huron County Partners for Dementia Support move forward in the community.

Together we can create the future through innovation and action.
NEXT STEPS:

• Please tell us about your involvement in the community.

• What would help you feel more connected to others in your community?
NEXT STEPS:

• Describe a particularly positive relationship that you’ve been part of.

• How have relationships with your family and friends changed since receiving a diagnosis of dementia? or since your family member was diagnosed.
NEXT STEPS:

• What key information have you found useful since receiving a dementia diagnosis? Or since your family member was diagnosed?

• What information or education do you still need? or would you like to see in the community about dementia?