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



Partnerships in Dementia Care

Enhancing Dementia Care for Everyone







This research was supported by the Social Sciences and Humanities Research Council



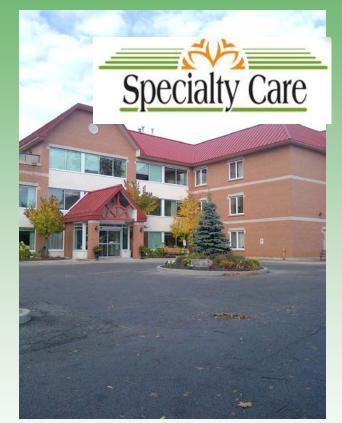
Social Sciences and Humanities Research Council of Canada

Conseil de recherches en sciences humaines du Canada



### Introductions

- Geddis Ruttan
- Betty Nelson-French
- Ros Curtis
- Gail Kitamura
- Lindsey McTavish
- Kim Fitzpatrick
- Sian Lockwood
- Janet McKeown





#### **Objectives for this session**

- 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?

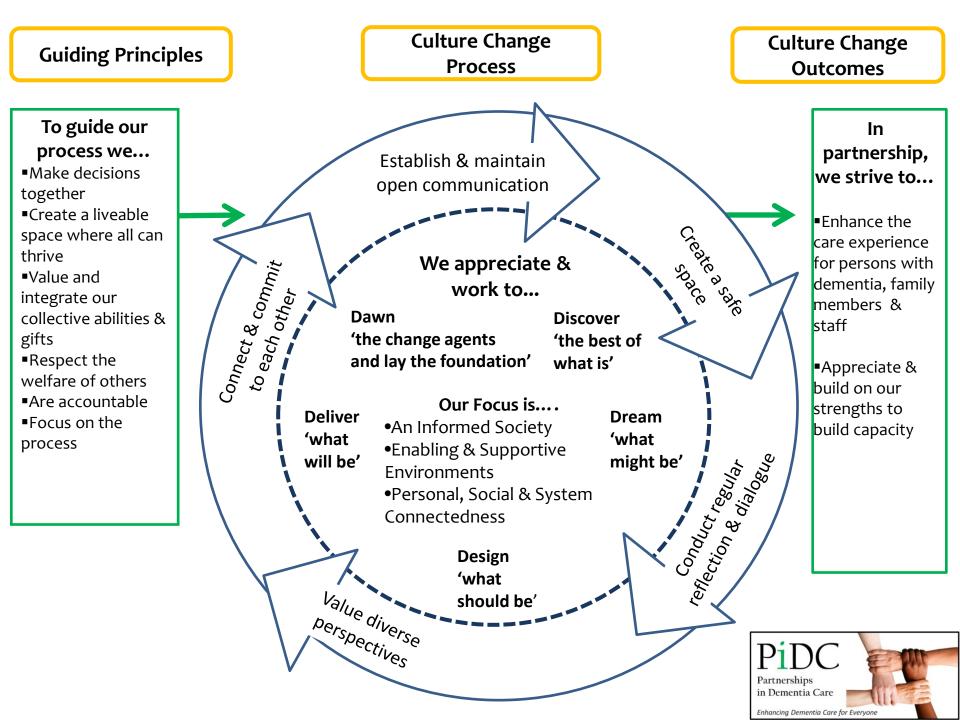
A collaborative research network and initiative focused on enhancing the care experiences for persons with dementia, family partners in care, and staff in long-term care homes and community care settings

#### GOALS

- **Understand** the culture change process
- **Develop** and share culture change resources
- Build capacity in dementia care settings
- Enhance the care experience for all

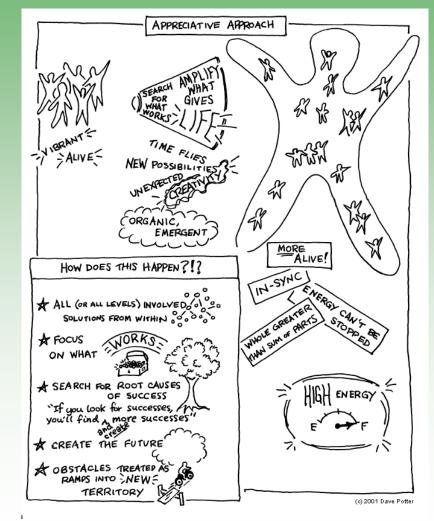
Culture Change Coalitions/ Village Advisory Teams

- 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



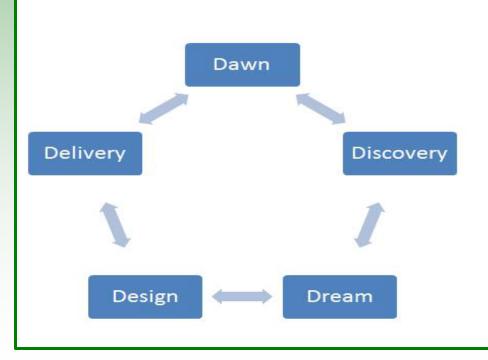
## **Problem Focused Versus Appreciative Approaches**





#### 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

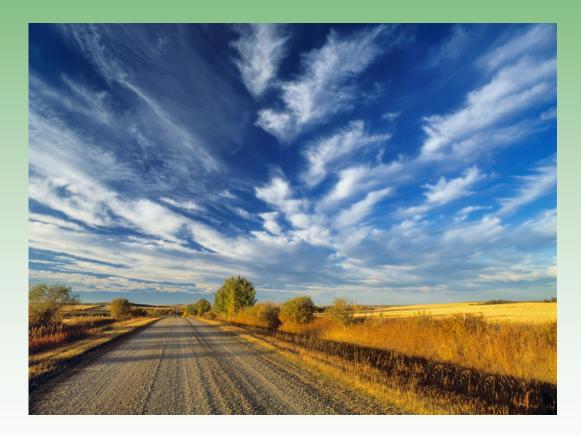
**Discovery**- finding the 'best of what is'

**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 <u>BEST OF WHAT IS</u>

#### 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. <u>Break</u> into small groups of 6 or 8 members
- 3. <u>Choose</u> a partner within your group you do not know well
- 4. <u>Interview</u> 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. <u>Identify</u> 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 <u>WHAT COULD BE?</u>

#### 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, <u>discuss</u> the following question:
  - What does the ideal care experience/environment look like?
- Based on your discussion, <u>create</u> 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, <u>choose</u> one of the common themes that emerged from the creative representation exercise

- 2. <u>Construct</u> 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. <u>Write</u> 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.

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# Learn more about us

- Join the PiDC Alliance Mailing list email: <u>sian.lockwood@uwaterloo.ca</u>
- Visit the PiDC Alliance website to find toolkit and resources
  <u>www.uwaterloo.ca/pidc</u>
- Follow us on social media



@pidcalliance and @crackeddementia



<u>ParternershipsInDementiaCareAlliance</u>