

PiDC

Partnerships
in Dementia Care

Enhancing Dementia Care for Everyone



PiDC Alliance Connection

PROVIDING UPDATES • COMMUNICATING FINDINGS •
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Introducing the Yee Hong Culture Change Coalition

Culture Change in a Cultural Context

The Yee Hong Culture Change Coalition (CCC) is one of four research sites undertaking a culture change process guided by the authentic partnership model, appreciative inquiry (AI), and the ADRD Planning Framework.

The Yee Hong Ho Lai Oi Wan Centre in Markham is a long-term care home where approximately 200 elders reside. Rooted in a deep reverence for older adults, the Centre provides care for older adults of both Chinese and South Asian descent.

Staff at Yee Hong emphasize culturally and linguistically appropriate care that supports healthy, independent, dignified living.

Developing Partnerships through Celebration

The Yee Hong CCC is currently in the Dawning phase of Appreciative Inquiry. Working together, the CCC is developing skills and knowledge in preparation for an appreciative process. A key aspect of this phase is the building of trusting relationships and the nurturing of authentic partnerships.

The staff, family, and residents at Yee Hong have taught the PiDC team that collaboration cannot occur without celebration. We make an effort to laugh, explore creativity, and celebrate successes at every meeting. Perhaps most importantly, we take time during every meeting to share a meal together (provided by the talented Yee Hong food services staff).

If you live or work in the Markham region, we welcome you to join our Culture Change Coalition which meets for two hours once a month. For more information, contact Zara Rafferty at zeraffer@uwaterloo.ca or (519) 888-4567 ext. 35280.



What's Happening this Summer?

- The Huron County and Bloomington Cove CCCs will complete their Discovery processes and move into the Design Phase of Appreciative Inquiry
- Yee Hong Centre will continue working through the Dawning phase, preparing to begin their Discovery process
- The Village of Wentworth Heights will continue designing initiatives to help realize their aspiration statements
- Preliminary results from the CARE Profile pilot will be shared with homes that participated in the pilot study
- The Alliance will continue to build our social media platform and our Partnerships in Dementia Care website. To stay connected with us, please visit:

Web: www.pidc.uwaterloo.ca

Blog: www.pidc-alliance.blogspot.ca

EXPLORING AUTHENTIC PARTNERSHIPS

The Authentic Partnership approach, the ADRD Planning Framework, and Appreciative Inquiry (AI) are the key theoretical frameworks guiding culture change within the Partnerships in Dementia Care (PiDC) Alliance research sites. Over three issues of this newsletter we will provide an overview of these approaches and the role they are playing in our project. Last month we explored Appreciative Inquiry, this month we will take a look at authentic partnerships.

What is the Authentic Partnership Approach?

- Based on research conducted at MAREP over the past 10 years, an authentic partnership approach has been developed
- This approach actively incorporates and values diverse perspectives and includes all key stakeholder in decision-making, including persons with dementia, their partners in care, and professionals
- It harnesses the collective capacity within all partners, promoting empowerment, equality and social change
- The Authentic Partnership approach includes three guiding principles and five enablers

NEW DISCOVERIES

The Culture Change Coalitions (CCCs) have found that establishing authentic partnerships is a key component of the AI process, in particular, the Dawning phase. CCCs are working to better understand how this approach enables them to overcome challenges (roadblocks) by turning them into opportunities.

3 Guiding Principles of Authentic Partnerships

Genuine Regard for Self and Others

- Value and know each other
- Honour individual uniqueness/abilities
- Believe that everyone can learn and grow

Synergistic Relationships

- Value interdependence
- Include diverse stakeholders
- Hear/include all voices
- Build on the group's diversity
- Promote shared learning

Focus on the Process

- Stay flexible and responsive to change
- Learn from mistakes
- Embrace creativity
- Open to new possibilities

5 Enablers of Authentic Partnerships

Connect and Commit

- Bring together a diverse group of partners
- Collectively determine goals and expectations
- Identify strengths and resources
- Develop mutually agreed upon guidelines for supporting partnership

Create a Safe Space

- Create a space that is emotionally and physical comfortable
- Build trust so members can openly express their views
- Discuss how to foster strong relationships
- Be attuned to indicators of discomfort or frustration
- Provide a familiar environment, free of distractions

Value Diverse Perspectives

- Appreciate the contribution of all partners
- Value different types of engagement
- Act on partners' insights
- View differences as opportunities

Establish and Maintain Open Communication

- Provide a range of ways for communicating
- Provide time for people to process information
- Use accessible language
- Keep all partners 'in the loop'
- Clarify meanings

Conduct Regular Reflection and Dialogue

- Provide opportunities for self and group reflections and dialogue
- Regularly ask:
 - ⇒ How is the approach contributing towards building authentic partnerships and incorporating all voices?
 - ⇒ What is working well?
 - ⇒ How can we strengthen the partnership?

"[This approach] values me as a person and the contributions that I can make to dementia care, to my own care. This approach stops the exclusion of persons with dementia by actively including us and our family members in our own care and in the process of developing our care plans"

-MAREP partner with dementia