Mapping a Participatory Culture Change Process in Dementia Care

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PiDC
Partnerships in Dementia Care
Enhancing Dementia Care for Everyone

MAREP
Murray Alzheimer Research and Education Program
University of Waterloo

Purpose

To provide a detailed accounting of our culture change process to date, by identifying the:

"Speedbumps" — situations, issues or experiences that remind us to slow down and reflect on the process

"Ramps to Opportunities" — experiences, supports, and occasions that nurture relationships and open up new possibilities
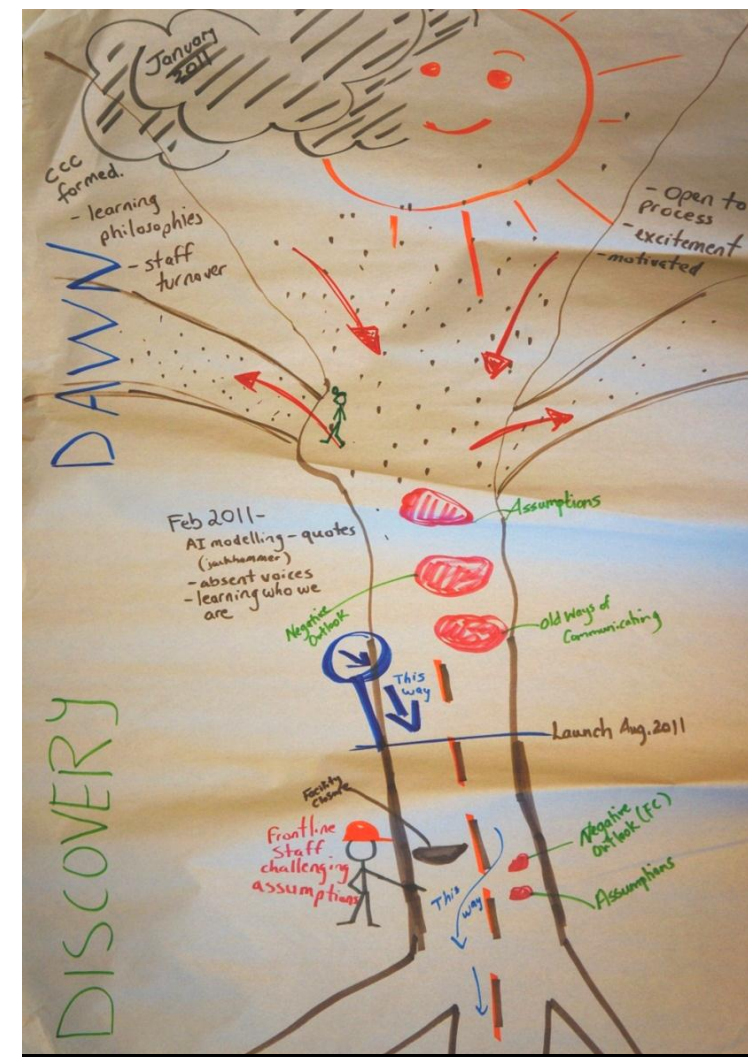
About the PiDC Alliance

The Partnerships in Dementia Care (PiDC) Alliance is a collaborative research initiative in Canada that brings together over 50 partners working in dementia and long-term care (LTC) to improve the dementia care experience for all.

Mapping the Culture Change Process

- Researchers work with our partners to identify common and unique experiences across the four culture change sites.
- Process included individual and group critical reflection and dialogue, active interviews, reflective notes, and visual representations.
- The emergent themes reflect experiences at the personal, social/relational, and organizational/systemic levels.
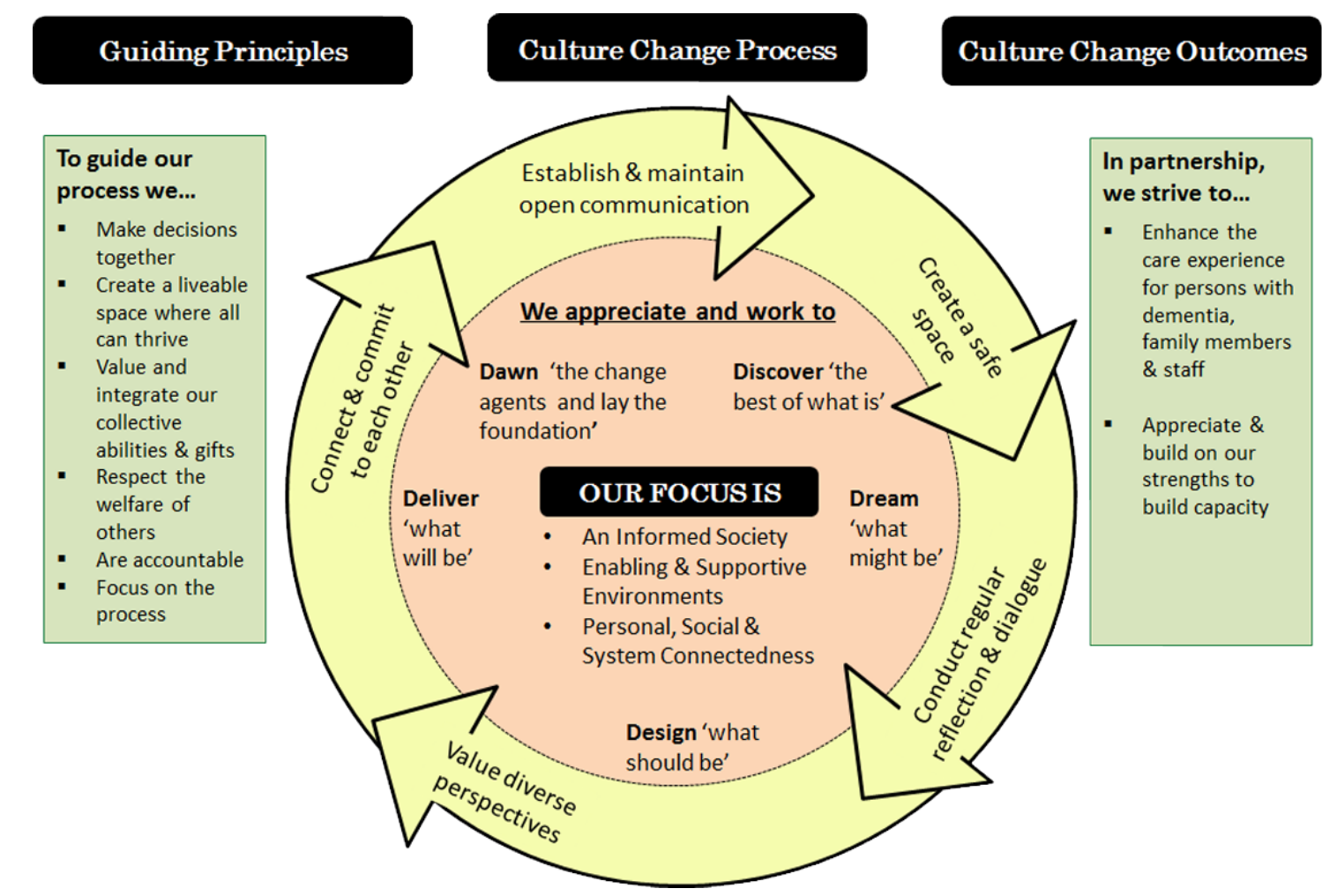

Roadmap from Bloomington Cove indicating speedbumps from the Dawn and Discovery phases of the Appreciative Inquiry Process.

Roadmap from the Village of Wentworth Heights indicating the process to date.

Personal Level Speedbumps *within the self*	Ramps to Opportunities	Social Level Speedbumps *within relationships*	Ramps to Opportunities	Organisational Level Speedbumps *within the system*	Ramps to Opportunities

• Limiting personal assumptions about the abilities of persons with dementia to contribute to the process
 	
• Acknowledging tensions relating to moving away from traditional problem-solving approaches (e.g., focusing on challenges rather than solutions, and on immediate 'fixes' rather than long-term change)
 	
• Prioritizing personal agendas over collective goals
	• Incorporating exercises on the importance of *including* persons with dementia; using art-based approaches to facilitate inclusion; representing diverse voices
	
	• Re-affirming and modelling the AI principles by encouraging open dialogue and developing appreciative responses for probing negativity
	
	• Identifying and celebrating collective accomplishments
		• Fluctuating membership
		
		• Adhering to professional boundaries limits potential for personal relationships to grow
		
		• Building trust among members
		
		• Communication barriers:
		  -Academic and healthcare jargon
		  -Different languages spoken
		  -Members not comfortable to share
		  -Perceived social hierarchies related to cultural norms
		  -How to connect with broader community
		
		• Ensuring inclusion yet respecting confidentiality and privacy
			• Re-visiting process to welcome and introduce new members to AI; using ice-breakers to reflect on process in a fun way
			
			• Collaborating to limit use of jargon; Knowledge Translation Specialist develops exercises to increase *trust* and *teambuilding*
			
			• Spreading messages to the broader community in creative ways
			
			• Creating shared principles for protecting individual identities when analysing data
				• Identifying hierarchies between management and frontline staff
				
				• Recognizing the need to build support and commitment from internal leadership and align our work with organizations' strategic directions
				
				• Competing demands relating to staff responsibilities and priorities
				
				• Navigating realities of LTC (e.g., union rules, facility closures)
					• Using strengths-based approaches to demonstrate how everyone's insight and experience is valuable
					
					• Encouraging open dialogue to facilitate leadership support, cooperation
					
					• Demonstrating how everyone's contributions are making a difference
					
					• Paying staff for time spent on the project
					
					• Ensuring participation from union representatives on CCC

Introducing the PiDC Alliance's Four Culture Change Coalition (CCC) Sites

Collage produced by a Bloomington Cove Resident living with dementia

Bloomington Cove Specialty Care (Partnering Together for Change)
- Using art-based projects to connect with residents in *Discovery* phase

Members of Huron County CCC come together for a monthly meeting

The Huron County CCC
- Community care setting including Huron County Alzheimer's Society, Community Care Access Centre, ONE CARE Home and Community Support Programs, Adult Day Away Program and St. Elizabeth Healthcare—working on *Discovery*

Members of Yee Hong CCC, with staff and family partners in care at monthly meeting
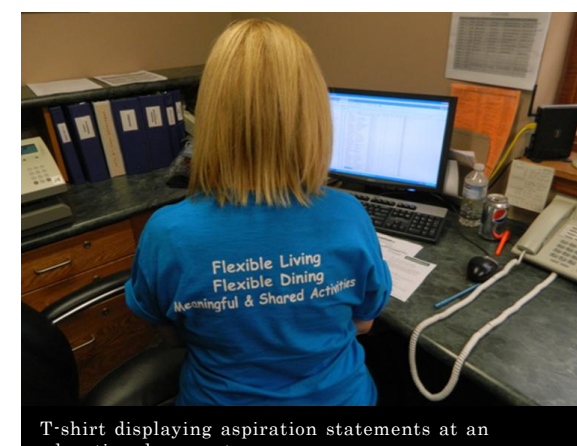
Yee Hong Ho Lai Oi Wan Centre for Geriatric Care
- LTC home for individuals of Chinese and South Asian descent, working through the *Dawning* phase

T-shirt displaying aspiration statements at an education day event

Village of Wentworth Heights (Reaching for New Heights)
- Operationalizing 3 'aspiration' statements in the *Destiny* or *Delivery* phase

Guiding Integrative Theoretical Framework

Using participatory action research, our process integrates three (3) frameworks: (1) *Appreciative Inquiry*, (2) *Authentic Partnership Approach*, and (3) *Alzheimer Disease and Related Dementias Planning Framework*.

Implications

- Effective culture change for dementia care requires negotiation between multi-level issues which are personal, social, and systemic;

- Ramps to Opportunity emerge from Speedbumps when we integrate guiding principles from Appreciative Inquiry, Authentic Partnerships and ADRD frameworks; and

- Mapping the Culture Change process creates an accessible reference for members of diverse CCC groups who are working through different phases of the AI process.

SCAN OUR QR CODE TO LEARN MORE.

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