



**Huron County Partners for  
Dementia Support**

**PiDC**

Partnerships  
in Dementia Care

*Enhancing Dementia Care for Everyone*



Conseil de recherches en  
sciences humaines du Canada

Social Sciences and Humanities  
Research Council of Canada

Canada

# 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 is...

- a movement from the medical/institutional model of care to a relational/community approach supporting living
- an organic on-going process
- A critical examination of the language, values, assumptions, attitudes, approaches and policies within an organisation

## Culture Change is not...

- an end product or outcome
- solely a quality improvement initiative
- a specific program or model of care that is implemented
- a one-size fits all approach
- a top-down mandate imposed by others

# PIDC ALLIANCE PARTNERS

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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

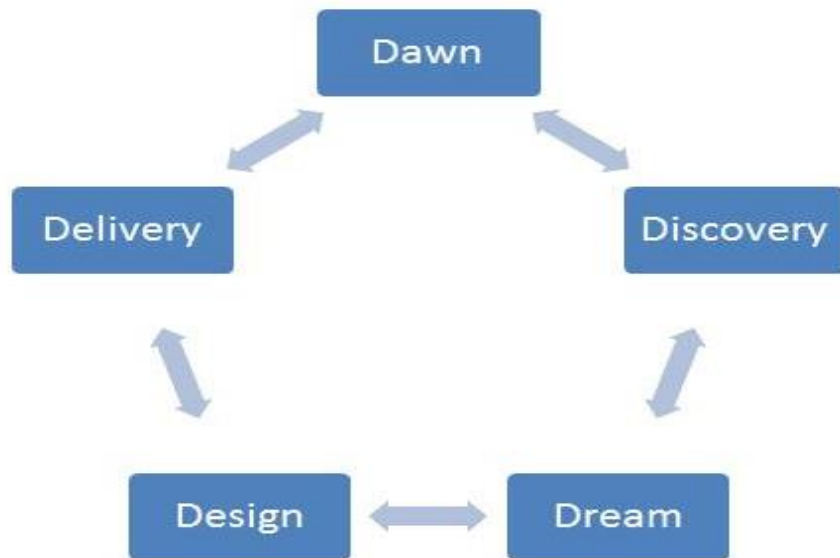


## Huron County Partners for Dementia Support



# 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

# 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

## ASPIRATION STATEMENT #2

**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**

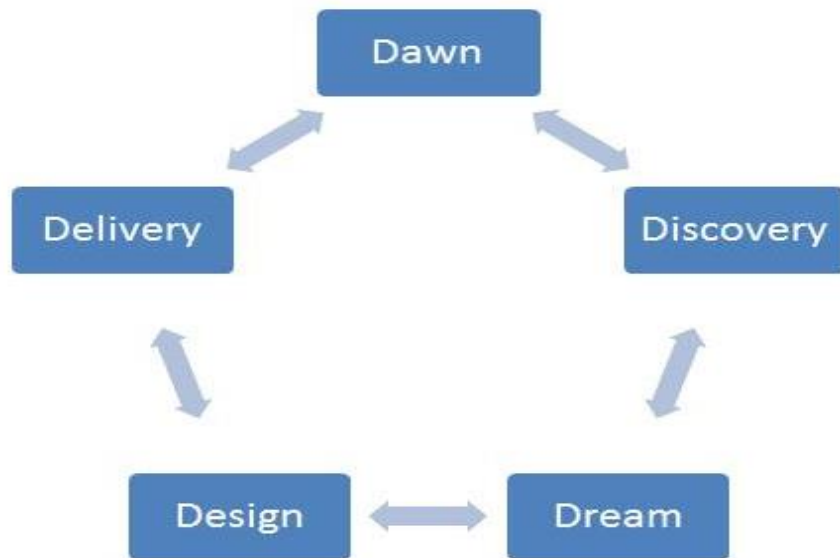
- They enjoy client interaction
- They feel like they are making a difference
- They know they can rely on the team
- There are opportunities to care for self
- They are being recognized for their work

## 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



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# WE VALUE YOUR INPUT

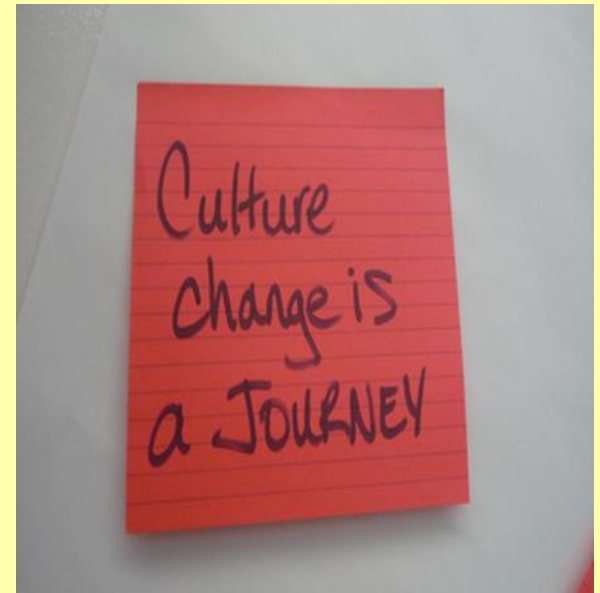
Your input on three main questions is needed to help the work of the Huron County Partners for Dementia Support move forward in the community.

Together we can create the future through innovation and action.



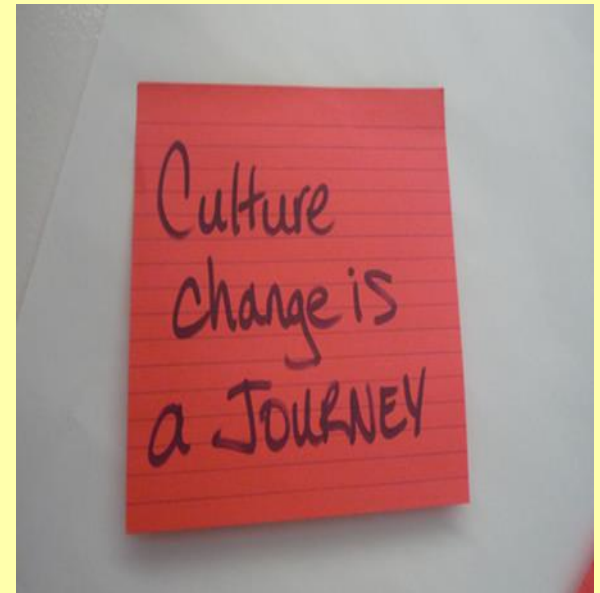
## NEXT STEPS:

- 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?

