

## Changing the Culture of Dementia Care: The Partnerships in Dementia Care (PiDC) Alliance



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## Acknowledging our Partners

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  - Frances Westley, UW
- Culture Change Coalitions**
- Bloomington Cove Speciality Care
  - Yee Hong Centre for Geriatric Care
  - The Village of Wentworth Heights
  - The Huron County Culture Change Coalition

## Agenda

### Culture Change in Dementia Care

- What is culture change?
- Why change the culture in dementia care?
- What would that change look like?

### The PiDC Alliance

- What is the PiDC Alliance?
- Who are the PiDC Alliance Partners?
- What is the PiDC's Approach?
- What has the PiDC accomplished?
- What are the possibilities?
- How can we get involved?

## What is culture change?



Comic Source: <http://moveyourcompanyforward.com/2011/04/19/9-keys-to-driving-cultural-change/>

## What is culture change?

### Changing the culture in dementia care...

- is a national movement
- is based on person-directed (and relationship centred) values where the voices of all are considered and respected
- means older adults and their formal and informal care partners express choice and practice self-determination in meaningful ways at every level of daily life
- may require changes in organization practices, physical environments, relationships

(Pioneer Network: [www.pioneernetwork.net/CultureChange/Whatis/](http://www.pioneernetwork.net/CultureChange/Whatis/))

## Why change the culture in Dementia Care?

- Hierarchical organisational structure
- Predominance of acute, medical model of care
- Unidirectional, provider-as-expert approaches
- Program-centred rather than person-centred
- Reliance on outcome measures irrelevant to effective care decisions
- Exclusion of those directly involved in care and support in decision-making

## What would the change look like?

- Strong bi-directional relationships at the core and a focus on relationship-building
- Direct, active and meaningful involvement in planning and decision-making by all
- Empowering, humanistic approaches to care that are person-centred rather than program centred
- Processes that enhance capacity building for all

## Culture Change in Action



[Greenhouse](#): A Place to Call Home

(Video still via [YouTube](#))

## What is the PiDC Alliance?

A collaborative research network and initiative focused on improving the care experience for persons with dementia, family members and staff in long-term care and in the community

### GOALS



To understand the culture change process



To develop and share culture change resources



To build capacity in dementia care settings



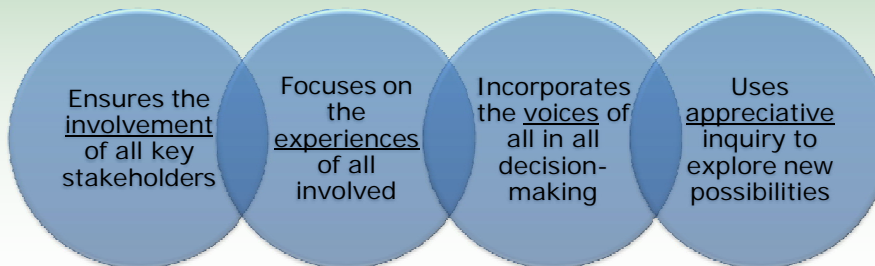
To enhance the care experience for all

## What is the PiDC Alliance?

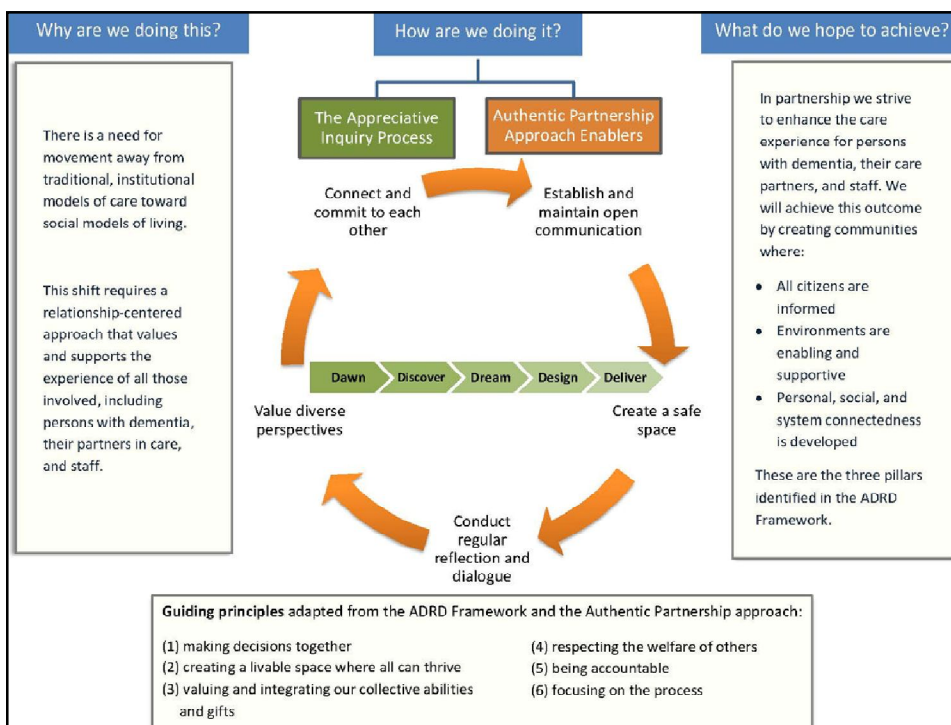
### Project Aim:

- Facilitate sustainable culture change in dementia care reflective of a relationships-centred, Authentic Partnership approach

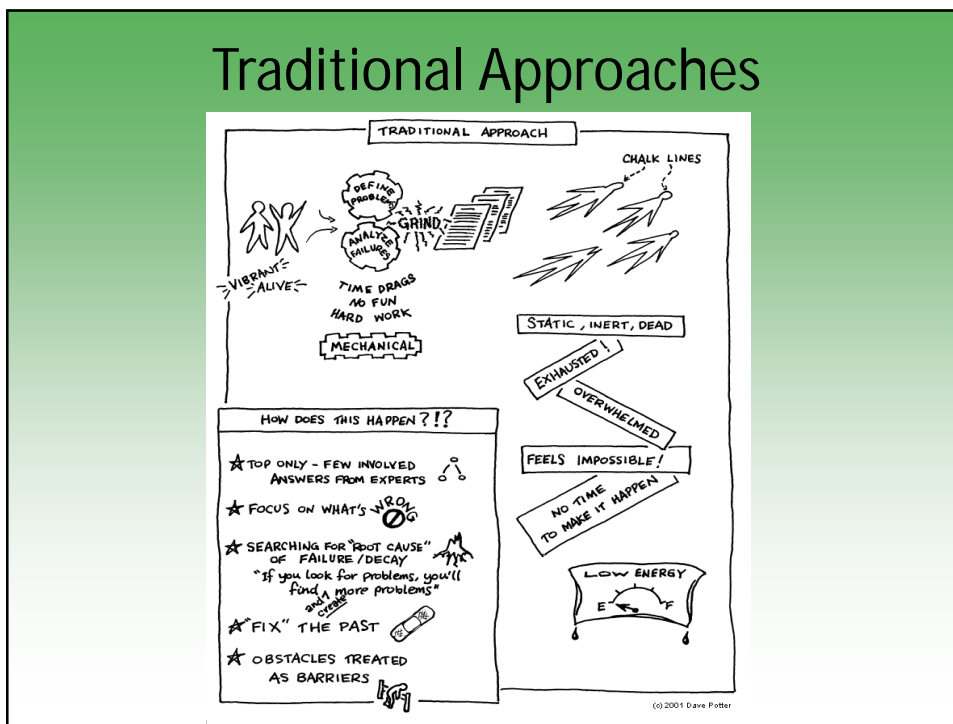
### Our process:



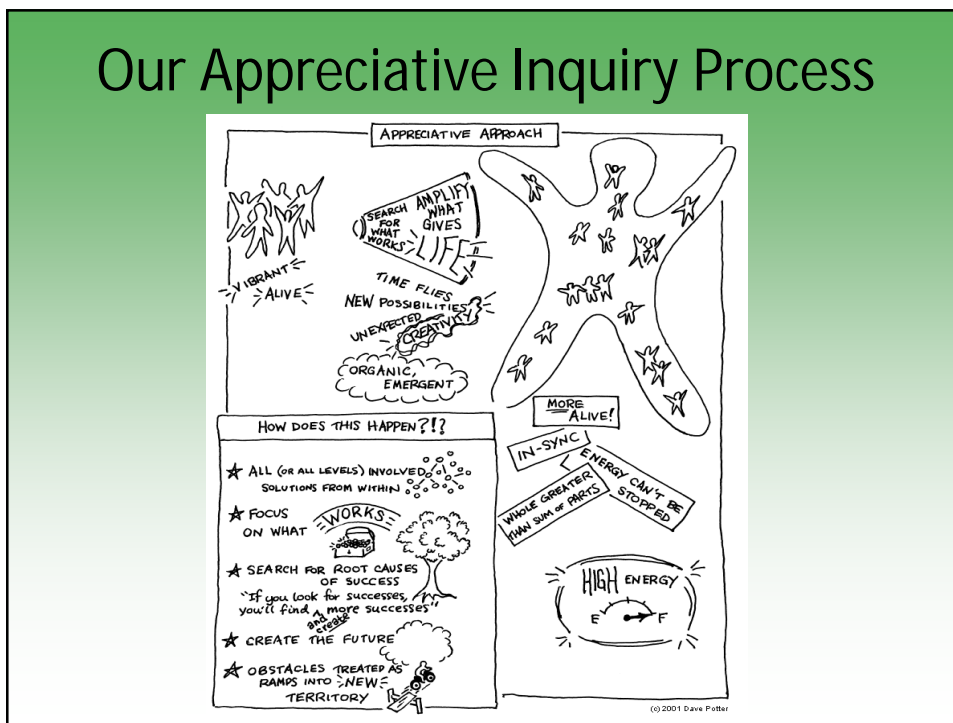
## Who are the PiDC Alliance Partners?



# Traditional Approaches



# Our Appreciative Inquiry Process



# Our Appreciative Inquiry Process

**APPRECIATIVE APPROACH**

SEARCH AMPLIFY WHAT WORKS  
LIFE  
TIME FLIES  
NEW POSSIBILITIES  
UNEXPECTED CREATIVITY  
ORGANIC, EMERGENT  
VIBRANT  
ALIVE  
MORE ALIVE!  
IN-SYNC  
ENERGY CAN'T BE STOPPED  
WHOLE GREATER THAN SUM OF PARTS  
HIGH ENERGY  
E → F

**HOW DOES THIS HAPPEN???**

- ★ ALL (OR ALL LEVELS) INVOLVED SOLUTIONS FROM WITHIN
- ★ FOCUS ON WHAT WORKS
- ★ SEARCH FOR ROOT CAUSES OF SUCCESS  
"If you look for successes, you'll find more successes!"
- ★ CREATE THE FUTURE
- ★ OBSTACLES TREATED AS RAMPS INTO NEW TERRITORY

Where your attention goes, your energy flows and life grows  
- Brian Bacon

(c) 2001 Dave Potter

# Our Appreciative Inquiry Process

Using the Appreciative Inquiry, I think the pain that we've all felt is because we're very outcome focused. The last year was part of what we needed to experience to actually, to follow through. Because, had you come in and said 'this is what you're doing'. Like, we're very problem-focused. Lay it out, we'll find a solution. But using the Appreciative Inquiry experience is very very different and therefore we've had to find it ourselves.

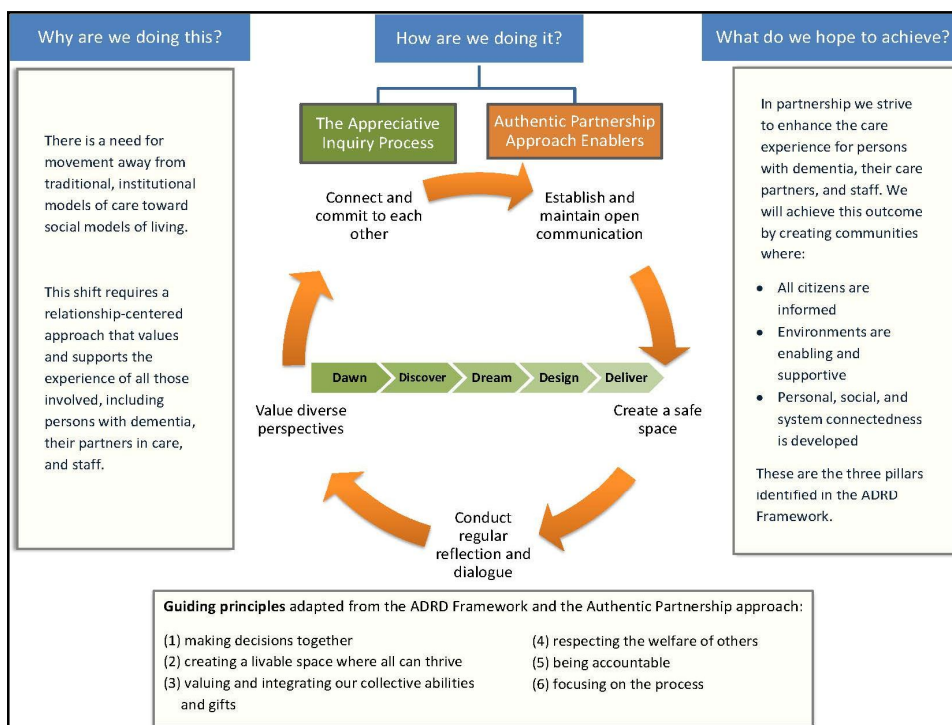
- Culture Change Coalition member



# Our Appreciative Inquiry Process

But it really does speak to how the health care system really does believe they know what the problem is, and go in with the 'I'll fix it' solution. When you actually try and slow us down and back us up it's very [hard], it's awful [chuckle], you know. But, you know, to stop and really understand what the opportunities are, it's a different shift in how we do business.

- Culture Change Coalition member



## What has the PiDC Accomplished?

### Culture Change Coalitions

- Monthly meetings
- Building authentic partnerships
- Discovering what is best about long-term and community care
- Piloted of the revised CARE Profile

### Knowledge Translation

- PiDC Alliance Website ([www.pidc.uwaterloo.ca](http://www.pidc.uwaterloo.ca))
- PiDC Alliance Blog ([www.pidc-alliance.blogspot.ca](http://www.pidc-alliance.blogspot.ca))
- PiDC Alliance Newsletter (available on PiDC website)
- Living Toolkit (available on PiDC website)

## What has the PiDC Accomplished?

Tools and Resources: Activity sheets, handouts, samples, and templates

### Dawning

- Establishing a coalition
- Determining expectations and principles
- Creating guidelines for working collaboratively
- Training tools related to Appreciative Inquiry

### Discovery

- Determining the purpose of your discovery
- Planning your discovery
- Discovery questions
- Strategies for conducting interviews and focus groups

## What has the PiDC Accomplished?

**Activity II: What brings you through the door?**

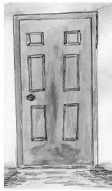
**Purpose:**  
The purpose of this activity is to explore what it is that bring members to the meetings, either, what brought them to the first meeting, or what keeps them coming back.

**Preparation:**  
-Print out and photocopy the image of a door (provided below) (print out one copy per group member)  
-Cut the images to fit on a cue card and paste on one side of the cue card.

**Materials Needed:**  
-Cue cards  
-Pens/markers

**Instructions:**

1. Handout the cue cards and ask members to write down what bring them through the door, meaning, why is it that they are part of the CCC.
2. The group can decide if they feel comfortable sharing their responses with the group.



*What brings you through the door?*

## Next Steps

- Host a Culture Change conference
- Continues to develop evaluation tools, informational resources, and training packages
- Continuing to pilot of our CARE Profiles tool that measures the care experience of residents, family members, and staff in long-term care settings across Ontario
- Seeking out community care settings in which to pilot the community CARE Profiles tool

## What are the possibilities?

- Fosters collaborative and on-going learning
- Strengthens shared understanding of diverse perspectives/experiences
- Mobilises democratic visioning and action
- Builds strong relationships/meaningful connections
- Leads to personal, relational and organizational transformation
- Increases organisational capacity to change
- Is responsive to the unique and complex realities of different LTC settings

## What are the possibilities?

That's important for us to remember. That it's not just about strengthening your own group but also strengthening, you know, everyone, the services, [and] the support that you're given.

- Culture Change Coalition Member

## Small But Meaningful Changes



[The Westmount](#) Flash Mob

(Video still via [YouTube](#))

## How can we get involved?

- Join the PiDC Alliance
- Visit the PiDC website and use the tools and resources
- Learn about AI and apply it in your organization, your meetings, and your life
- Contact us if you have any questions or comments

## Discussion

### Questions to help the PiDC Alliance...

- How might these tools/resources be useful for you?
- What additional tools/resources would be helpful?
- What additional strategies can we take to ensure our partners and the community are involved and informed?

### Questions to help you...

- How can you capture, and learn from, the positive stories that exist within your organization/community?
- How might thinking *appreciatively* change the culture within your organization/community?
- How might your organization/community work to establish meaningful *Authentic Partnerships* with all those involved?

## Additional Resources/Leaders in Culture Change

- Alzheimer Society of Canada (*Culture change towards person centred care: Guidelines for care: Person-centred care of people with dementia living in care homes*)
- Saint Elizabeth/The Care to know centre (*Client-Centred Care: Future Directions for Policy and Practice in Home and Community Care*)
- Schlegel Villages/Research Institute for Aging- *Culture Change*
- The Green Houses (<http://thegreenhouseproject.org/>)
- The Pioneer Network (<http://www.pioneernetwork.net/>)

**For more information contact:**

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