

Promoting Excellence in Dementia Care: Naming the Issues and Clearing the Path Towards Success

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Current State of Evidence-based Dementia Care

- We know what it is
- We know it doesn't always exist
- We have tried to promote it
- We have not always been successful
- We don't know why our efforts have failed

Building a Foundational Understanding of Evidence-based Dementia Care

- Hearing from Care providers
 - Grounded theory study leading to a middle-range theory of how PSWs utilize knowledge about person-centered care in dementia care settings
 - Focus group study to clarify, elaborate, and validate the original theory
- Hearing from Facilitators
 - Critical incident study to identify the factors that influence the facilitation of nursing staffs' utilization of best practice knowledge in long-term care homes

Naming An Issue

- Leadership as the “epicenter of change” versus the root of resistance
 - Recognition  Individual vs “Herd”
 - Encourage inquiry
 - Tangible support
 - Role model
 - Follow through

Naming Another Issue

■ The “right” versus the “wrong” people for dementia care giving

- Critical thinking and reflective practice
- Flexible and persistent
- Embracing challenge
- Heart, soul, and brain
- Maintaining composure



Emotional Intelligence

Naming a Final Issue

■ The sharing of wisdom through harmony versus the silencing of voices through hierarchy

- Inclusion
- Teamwork



Resolving tensions

With families
With registered staff
With physicians
With management
With “compliance”
With “experts”

Clearing the Path Towards Success

- ❑ Through dialogue
- ❑ Through action
- ❑ Leadership
- ❑ Hiring
- ❑ Staff development
- ❑ Power



In Appreciation

- ❑ Personal Support Worker participants in both studies
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 - Dr. S. Rappolt
 - Dr. C. Cott
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 - Athina Perivolaris
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■ Janes, N., Sidani, S., Cott, C., & Rappolt, S.
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