



**CULTURE CHANGE  
in ACTION  
WEBINARS**

*The Basics and Beyond*

**Story Sharing:  
Connecting with  
Residents and their  
Families – Toward  
Person-Centered  
Meaningful Care**

**JULY 19, 2018**

GUIDE:



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Disclosure: The presenters have no actual or potential conflict of interest in relation to this webinar.

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**STORY SHARING AND RELATIONSHIP-BASED CARE PRACTICE**

- Significance of Story
- Story Sharing and Relationship Building
- Gathering the Story—Conversations with Residents and Families
  - Asking questions that call forth Story
    - Listening attentively
    - Discovering what is personally meaningful to a resident
    - Translating what matters into meaningful care practices and each resident's life plan
  - Customizing Story Sharing practice in your own community

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- Story Sharing and the resident with dementia
- Story Sharing Workbook—4-session facilitator guide

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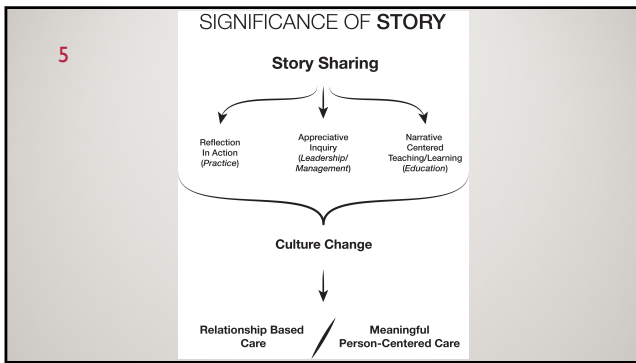
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### WHAT IS STORY?

- Story is a way we come to know, connect with, and understand another person's life and what matters most to that person.
- A story is an account of an event, or situation a person experiences.
- Stories make us real to each other.
- Stories help us remember.
- Stories convey a person's cultural values.

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- As human beings, we are storied—story is a way of being.
- We speak with more than our mouths; we listen with more than our ears (The World According to Mr. Rogers Fred Rogers, 2003)
- To be a person is to have a story to tell (Isak Dinesen).
- Stories help us understand one another and trust one another.
- We need stories to organize our thinking and make sense of things.

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### ALL STAFF MEMBERS ARE “STORYCATCHERS”

- Story Catchers are:
  - Curious about human experiences, meaning, learning;
  - Able to create a safe place for listening;
  - Able to be present to another person in a respectful way;
  - Able to be present while others experience emotions

Story Catchers believe that ordinary stories about ordinary lives are extraordinary gifts for the one speaking and for the one who is listening (Baldwin, 2005).

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### ALL STAFF MEMBERS ARE “STORY BEARERS”

- Carry the legacy of our elders
- The Stories we listen to become part of who we are.

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### WHAT IS STORY SHARING?

- A relationship-based caring practice;
- An everyday practice;
- A process of respectful telling and listening to what matters to a person;
- A give and take conversation;
- Story Sharing creates a *sacred space* that allows teller and listener to become aware of what they have in common and how they are different.

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### STORY SHARING

- Begins a transformation in the relationship among staff, residents, and families;
- Begins Relationship-Based Meaningful Practice.

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### HOW DO YOU BEGIN A STORY SHARING MODEL OF PRACTICE?

- Join me now as I go through the steps of the process...a process that is experiential and can be quite enjoyable!
- Four Session Process—Start with **Staff Members**
  - Let's assume 6-10 staff members are meeting once a week for 4 weeks.
  - Each session is approximately 3—40 minutes long.

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BEGINNING STORY SHARING—REFLECTIONS ON YOUR OWN STORY

SESSION #1

- The best way to help me find my story is to tell me your story (Kurtz & Ketcham, 1992).
- First Step: Reflect on your own story...
  - How do YOU spend your day?
  - What is important to you?
  - What are your cultural values? Beliefs? Traditions?
  - Describe a happy moment. A not-so-happy moment.
- Your answers to these questions will tell me what is most meaningful to you.

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STORY SHARING—REFLECTIONS ON OBJECTS/THINGS YOU POSSESS THAT ARE VERY IMPORTANT TO YOU

SESSION #2

- Walk around your home—what 'things' have great meaning to you?
- Think about the story behind each meaningful object.
- If you had to leave your home in a disaster [flooding, fire, etc.], what would you take with you? [Assume all family, friends, and pets are already safe]
  - Anything you bring must fit into one small suitcase.
  - Share what is in your suitcase with your partner.

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- Alternatively: Ask participants to bring an item that is very meaningful to them to the next session but it must fit in a small plastic sandwich bag.
- Examples:
  - Tattoo Story
  - Tattered Housecoat Story

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- Ask participants-Add 60 years to your current age.You are being admitted to the care community where you now work.How would you want the care partner to handle that item as she/he helps you 'settle in'.
- Now that you've imagined this,think about helping a new resident move in or change rooms. How would you care for his/her belongings?

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### MEANING OF POSSESSIONS

- As you help residents with their everyday care,it OK to be curious about certain items.
  - Photographs—Who is that in the photo? Can you tell me about the picture?
  - Religious items—What a beautiful holy statue! Can you tell me about it?

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### QUESTIONS THAT CALL FOR A RESIDENT'S STORY

- Ask for the story----See bolded words
  - Can you tell me a story about** when you were little? Tell me about your best friend.
  - Most residents even those with dementia remember childhood stories and enjoy telling those stories. Even early childhood stories tell you about the resident many years later.
    - Example-One resident tells a story about loving to color and using her crayons.You might speak with the activity person or her family who might bring in an adult coloring book and color pencils.

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- Ask residents to **give me an example** when they are telling about what they might like or not like.
- Example—One resident was talking about his love of traditional food from his country. You might ask, “**Can you give me an example.**” You might ask for the recipe and try it when you go home and tell the resident about your experience the next day. Residents LOVE to share favorite foods.
- Avoid quantification questions. [e.g. How long have you live here?]
- Avoid asking questions that call for explanations—the “why” questions.
- Avoid questions that can be answered ‘yes’ or ‘no’.
- Allow time for the resident to respond.
- Use resident’s own words—never assume you know what they mean. [e.g. Resident states, “I’m feeling worse today.” Your response, “Tell me about ‘feeling worse’.”]

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**STORY SHARING TIPS:**

**APPROACHING A RESIDENT AND ASKING QUESTIONS THAT GATHER STORY-SESSION #3**

- Knock on the resident’s door and wait to be invited in;
- Sit down, face the resident, smile, introduce yourself-speak at a slower pace.
- If family members or friends are present, introduce yourself to them as well.
- Remember person comes before the task.
- You might begin by telling the resident a little about yourself....
  - My name is Anita. I’m your Nurse Aide. I’ve worked here for \_\_\_\_\_ years and I enjoy meeting and talking with residents. If you need help with dressing or anything, please let me know. I’ll be checking on you throughout my shift.
  - Can you tell me a bit about yourself. I’d like to get to know you a little bit so I can better help you.

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**THE CONVERSATION WITH A RESIDENT CONTINUES--**

- Conversation starters....
  - Where were you born?
  - Can you tell me about your family?
  - Then YOU might share where you were born; if you are married; have children.
  - Remember to ‘check on’ the resident throughout the day.

You may only have a short time to spend with each resident; Residents are very aware of that. They appreciate the time you are spending with them. When you stand up they know, it is time for you to move on.

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**WHAT DO YOU DO WITH A RESIDENT'S STORY?**

- Your relationship with your residents and their families is your Caring Practice—your Best Practice
- As you come to connect with a resident and understand what is important to that person, you can help that person have a better quality of life----
  - Here are some examples how you can change a resident's everyday quality of living...
  - Mrs. Smith has always had a cup of coffee every morning when she wakes up—it has been her ritual for over 40 years. It means a great deal to her. How nice it would be if you brought her a cup of coffee in the morning.

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- Mr. Lopez misses his wife. He was married for 60 years and she passed away 6 months ago. He is lonely. It would mean a great deal to him if you visited him for 10 minutes. Let him tell you stories about his wife perhaps.

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- Mr. George tells you a story about how he used to be an artist. He loved to paint.  
Perhaps you might speak with the activity person and she/he can create an activity for Mr. George involving an art project, painting, drawing.
- Share ideas with the nurse as well. Relationship-based caring practice involves everyone.
- Discuss ideas with family members.

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## FROM STORY TO PRACTICE

### SESSION #4

Ask each participant to Share Story with a resident during the next week.

Have each participant take notes after having a conversation with a resident. What, in particular, 'caught his/her gaze'? What mattered to the resident? What did the resident care about or not care about?

As these stories are shared, ask all participants how what is important to each resident might be included in each resident's care plan.

- Share during Learning Circles
- And so the relationship and connection with each resident and family continues....

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## STORY AND THE RESIDENT WITH DEMENTIA

- UK: McKeown et al. [2010] used a multiple case design to study life story work and the experience of older people with dementia, family caregivers, and care staff and its effect on PCC practice. Four residents were followed over a period from 10 to 23 months. 3 developed a life story book and 1 a pen picture. Findings-staff began to see the person behind the patient, family members were able to support their relative's personhood, the voice of the older adult was able to be heard, and staff found the experience enjoyable. PCC was enhanced.

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- Sweden: Holm, Lepp, and Ringsberg [2005] used storytelling, in a caring intervention study, with 6 older people with dementia. This small group met for 1 ½ hours a week for 2 months. Stories chosen involved themes that the older adults would recognize-being a good mother, marriage, being an outsider, creating a home, being brave. Conversations followed the story and each person was given a gift associated with the story (e.g., flower, candy). Findings: older persons were willing to share life experiences and memories with one another; they listened attentively, displayed curiosity and pleasure; contents of the stories awoke associations and retrospective reflections. Authors saw Storytelling as a teaching/learning tool that activates and generates involvement and helps people talk about difficult subjects.

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- US: Heliker, Anachini, and Dewan [2017-2018] conducted 2 pilot feasibility studies to study the process and effect of Story Sharing with residents in a long-term care community. The first took place on the Memory Unit with the authors 8 residents with varying levels of dementia. The second took place with 4 residents with mild to moderate dementia (according to their MMSE and MoCA scores) residing in AL. The first group met weekly for 5 weeks and the second met weekly for 3 weeks. Stories shared included my favorite place when I was little, What I still want to learn, A Typical Day, My Life Plan, What I still want to try. Findings: increased engagement and socialization, memory improved as stories were shared.
- Lessons learned: participants should reside on same unit or near-by; family members and private caregivers were invited and some came and enjoyed the experience; Story Sharing was perceived as an 'activity' rather than a model of care. Need to begin with staff/all disciplines. All people regardless of levels of dementia have a story to tell....verbally or non-verbally. Observation tools-quant and qual are useful.

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## STORY SHARING WORKBOOK

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# Questions

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*Our Next Webinar in the Hot Topics Series*

**THURSDAY, AUGUST 23, 2018**

*The Basics and Beyond*

## Addressing the Staffing Crisis

Guide:  
**Denise Boudreau-Scott**  
President DRIVE

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New Webinars for a New Year

<p>JANUARY, FEBRUARY, MARCH: Engaging in Person-Centered Care – The Path to Regulatory Compliance</p>	<p>APRIL, MAY, JUNE: More about Engaging in Person-Centered Care – The Path to Regulatory Compliance</p>	<p>JULY, AUGUST, SEPTEMBER: Person-Centered Care: The Basics and Beyond</p>	<p>OCTOBER, NOVEMBER, DECEMBER: Phase 3 – It's Here, Are You Ready?</p>
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