



**CULTURE CHANGE
in ACTION**

Growing Person-Centeredness

While we're waiting to begin:

1. Introduce yourself in the chat. Where are you located? What's your role in your organization?
2. Put away your distractions (like email) and get ready to actively participate!

Welcome to today's webinar


Giving & Receiving: Creating a Culture of Relationship with Persons Living with Dementia



1

**Giving and Receiving:
Creating a Culture of Relationship
with Persons Living with Dementia**


Anna Ortigara RN, MS
Chris Mulrooney, MPS, PhD



2

Introduction

- The role of the workforce in creating a culture of relationship with persons with dementia
- Being our best selves in relationships with persons with dementia
- Recognizing the trauma of the pandemic in its impact on care relationships




3

**"Post"-Pandemic Reflections:
Organizational Relationships**

Do organizational leaders have belief in their care staff? Why or why not?

Do care staff believe in their organizations? Why or why not?


Think about your initial reaction and response to these questions.



4

**Components of Outstanding
Person-Centered &
Relationship-Based Care**

- Both parties have to give and receive
- Sometimes it doesn't feel like each side is giving equally
- Emotional Intelligence is needed with all [Care Partner] relationships
- Humility is fundamental




5

Personhood and Self

The union of elements – body, emotions, thoughts, and sensations- that constitute the individuality and identity of the person.

- Epitome of being human
- Sense of personal self-worth
- One is worthy of respect




6

Carl R. Rogers - What's Relationship Got To Do With It?

If I can provide a certain type of relationship, the other person will discover within himself the capacity to use that relationship for growth and change, and personal development will occur.

On Becoming A Person, C.R. Rogers, 1961




7

The Relationship

1. I have found that the more that I can be genuine in the relationship, the more helpful it will be.
2. I find that the more acceptance and liking I feel toward this individual, the more I will be creating a relationship which he can use.

On Becoming A Person, C.R. Rogers, 1961




8

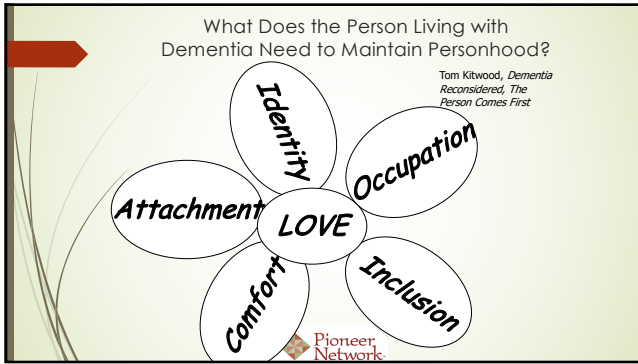
The Relationship

3. Thus – the relationship that is helpful is characterized by a sort of transparency on my part, in which my real feelings are evident, by an acceptance of this other person as a separate person with value in his own right; and by a deep empathic understanding which enables me to see his private world through his eyes.

On Becoming A Person, C.R. Rogers, 1961



9



10

- Relative Well-Being for People Living with Dementia
- Retains an assertion of desire or will
 - Able to express a range of emotions
 - Able to initiate social contact
 - Displays affection & warmth
 - Displays social sensitivity
 - Has self-respect
 - Shows acceptance of others with dementia
 - Uses humor
 - Uses creativity and self-expression
 - Shows evident pleasure
 - Shows helpfulness
 - Able to relax
- Pioneer Network

11

- Ill-Being for People Living with Dementia
- Apathy and withdrawal
 - Sustained anger
 - Unrelenting sadness or grief
 - Physical discomfort or pain
 - Anxiety
- Pioneer Network

12

What would you think? /
What would you do?

- You are asleep in a chair at home when suddenly you are woken up by a person you have never seen before trying to undress you.
- You are feeling really angry about something, but nobody around you will take your grievance seriously and they keep telling you that everything is fine.
- You're late for picking up your children from school and you're in a hurry, but the person with you won't let you go.




13

The Person- & Relationship-Centered Caregiving (PRCC) Trait
(Mulrooney, 1997)

What "PRCC" caregivers look like: *Motivational profiles & Job Competence Assessment*

- 3-hour interviews with each of 44 NAs/HHAs
- 4 long-term care settings (2 SNFs, 1 ALF, 1 HHA)
- 2 states
- 2 FP/1 NFP/1 Government (V.A.)
- 63% nominated as "outstanding" by clients, managers, and peers
- 37% control group of "typical" performers




14

Motivational Profiles

Dominant social motive across entire sample is **nAff**: the **Need for Affiliation** (D.C. McClelland, Harvard U., "Three Social Motives")

- Unusual across the normed database of hundreds of positions
- Defined as "the need to maintain or avoid the disruption of close, friendly relationships with people"
 - Establishing, restoring, maintaining warm relationships
 - Being liked, accepted
 - Wanting to restore a relationship when broken




15

Job Competence Assessment

The "PRCC Trait" significantly differentiated Outstanding from Typical caregivers in all settings

- A pattern of behaviors that views care partners as unique, whole persons who are worthy of being interactive participants in the caregiving process
- Clusters:
 - I: Respecting the Personhood of the Care-Recipient
 - Highlighting attributes, lifetime history, in tune with preferences, choice
 - II: Valuing the Interdependence in the Relationship
 - Give & take attitude, seeing self in the other, recognizing own limitations
 - III: Investing in Caregiving as a Choice/Personal Decision
 - Investing in & deriving pleasure from the relationship, joy-seeking
- Coding scheme originally created from interviews with informal (family) caregivers (Mulrooney, 1995)

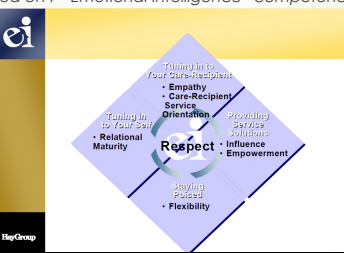


16

Secondary Analysis: A Model & Algorithm for Hiring/Developing PRCC Caregivers

[Mulrooney & Spencer, 2002]

Based on 7 "Emotional Intelligence" competencies



17


Taking In to the Caregiver Must Have	Staying Polished Must Have	Taking In to the Caregiver/Client Either	Providing Service Must Have	Respect Must Have
RELATIONAL MATURITY 1. Performs tasks unilaterally 2. Creates pleasant atmosphere & finds common interests 3. Values CR's input & relates to CR's experiences 4. Recognizes & accepts own negative feelings, while continuing to provide best care	FLEXIBILITY 1. Acknowledges opportunity but takes no action 2. Accepts need for flexibility 3. Applies rules flexibly, allowing established procedures	EMPATHY (F-7) 1. Awareness of feelings of others 2. Understands emotions 3. Understands meanings 4. Understands underlying issues CAREGIVER ORIENTATION 1. Responds appropriately 2. Maintains clear communications 3. Takes personal responsibility 4. Addresses underlying needs (if out of 2 correctly, not F72)	EMPOWERMENT DRIVE 1. Satisfaction from participation of helping CR 2. Satisfaction from CR feedback about positive impact 3. Satisfaction through enabling CR's performance 4. Satisfaction through performance optimization of CR INFLUENCE 1. Takes direct actions to persuade 2. Calculates the impact of actions or words 3. Uses indirect influence (demonstrate correctly, not #70)	RESPECT 1. Expresses respect & appreciation 2. Recognizes & respects 3. Respects & adjusts behavior accordingly 4. Respects CR's carrying relationships

18

Some Tools:
Behavioral Event Interviewing

3 components to behavior: Feel→Think→Act

- BEIs essentially ask: How did you feel?, What were you thinking?, What did you do/say?
- To gain the knowledge of Who are you? and How do you do what you do?
- We're seeking factual information in typical interviews, but interviewees give assertions.
- In BEIs, interviewees must demonstrate their assertions by giving past examples
- Most reliable way to see "PRCC" behaviors in action




19

Some Tools:
PHI Coaching Supervision

A relational approach to managing and supporting direct-care workers and teams that helps them to own problem-solving skills...i.e., the ability to think critically, prioritize, and communicate effectively

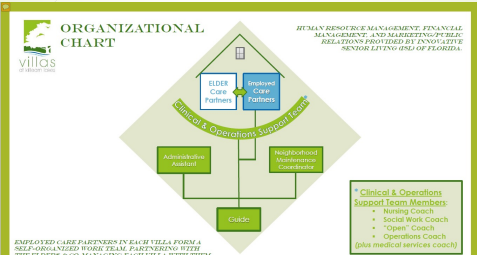
- Active Listening
- Self-Awareness and Self-Management
- Giving Feedback without Blame or Judgement

www.ehinaetional.org



20

Some Tools: Who or what is at the top of your organizational chart?



ORGANIZATIONAL CHART

EMPLOYED CARE PARTNERS IN EACH VILLA FORM A SELF-ORGANIZED FORCE TEAM. PARTNERSHIP WITH THE ELDERS IS MANAGING EACH VILLA WITH THEM.


Clinical & Operations Support Team Members

- Nursing Coach
- Social Work Coach
- Open Coach
- Operations Coach
- (for medical services) Coach

21

Some Tools: *The Care Measure*
 A way of understanding our impact on others

- Making the person feel at ease
- Letting them tell their story
- Really listening
- Being interested in them as a whole person
- Fully understanding their concerns
- Showing care and concern
- Being positive
- Explaining things clearly
- Helping them feel/take control
- Considering their wishes/goals

 Stewart W. Mercer, 2004


22

Application in One Setting: PHI/Villas at Killearn Lakes Core Team Education

At least one practical example provided to staff, aligned with 4 Core Values:

- **Mutuality** - Relationships that are reciprocal form care partnerships that engage residents, families, and staff in ways that create well-being for all
 - Is the scale balanced between giving and receiving care? For you? For Elders?
- **Personhood** - Those we serve will never have to abandon their dignity, identity, or personal preferences at the threshold
 - Life Story Narratives - For pairs of you: For you and an Elder
- **Choice** - As a community, we work together to respect the individual privilege of how we each choose to live today
 - Natural rhythms & sleep physiology - "Checks & Changes" non-REM only
- **Quality** - We will endeavor to provide the highest possible quality of life and care to those we serve
 - Meaningful life engagement, Elder volunteerism, "being occupied" (David Sheard)

"The heart is not the primary organ affected by dementia"



23

Questions?

Contact Us!

aortigara@gmail.com

chris.mulrooney@med.fsu.edu



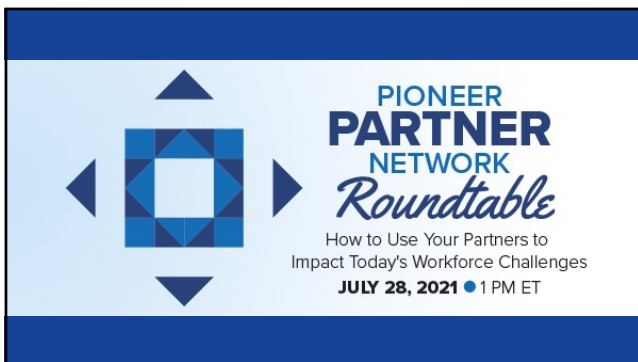
24



25



26



27




Hot Topics Series Webinars

Sharing the Vision


**Innovative Intergenerational
Arts Programming in
Response to the Pandemic:
Five Programs in Three
Countries**

Thursday, August 12, 2021
2:00 PM – 3:00 PM EDT

Save your spot
www.pioneer-network.net




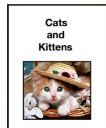

28



Can People Living with Dementia Read?


Speaker: Susan Ostrowski

Tuesday, August 31, 2021
2:00 PM – 3:00 PM EDT

Reading2Connect®
...Reviving Minds and Voices

Save the Date



29



Envisioning the Future
Finding Meaning & Purpose

SAVE THE DATE | WEDNESDAY, SEPTEMBER 22, 2021

30
