

Quality Care in Long-Term Care: Is Dignity the Answer?

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Dignity in Care

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Dignity

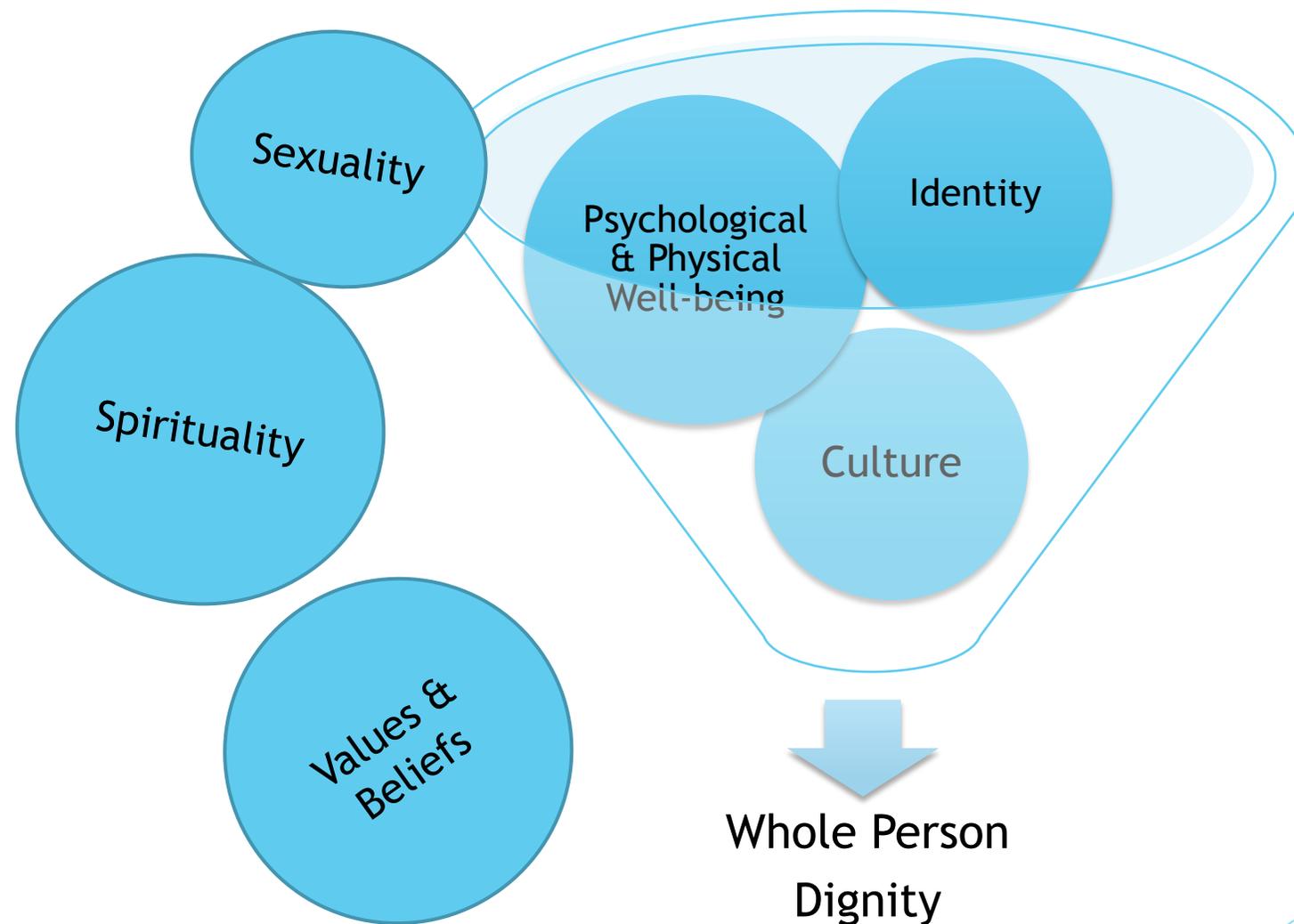
I want to talk to you today about a word full of meaning; one that each of us defines a bit differently or that we place different emphasis on the elements that comprise it. That word is “Dignity”. To fully understand what underscores our sense of Dignity and what can bolster or fracture one’s sense of dignity, I want to share with you a poem. The origins of this poem vary; either it was written by an old woman or man, living in a care home and the poem was found amongst their belongings after their death. I found a short video of the poem that now I’d like to show...

▶ <https://youtu.be/a48Xe6zbG7s>

Stare deeply into...



Ingredients for Personhood



The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the right side of the page, creating a modern, layered effect. The rest of the page is a plain white background.

When we stifle expressions
of personhood, dignity
suffers

Promoting Personhood

- ▶ Personhood is not dependent on cognitive abilities;
- ▶ Requires us to acquire knowledge about the person
 - ▶ Biographical approaches (the PDQ “What do I need to know about you as a person to provide the best care possible?” - Chochinov et al.)
 - ▶ Storytelling and story sharing
 - ▶ Engagement of families
- ▶ It is the sense of self-identity maintained by relationships (Kitwood)

Providing Intimate Care

- Patients needing help with these care needs at significantly higher risk of “fractured” dignity
- Predictors of Fractured Dignity:
 - Perceived Change in Physical Appearance
 - Increasing Pain Intensity
 - Increasing Sense of being a Burden
 - Increasing Dependency on Others
- How staff *approach* the Intimate Care Needs

Approach to Care

- ▶ Technical proficiency important but tone of care greatly impacts care;
- ▶ Anticipation and planning of care around resident needs;
- ▶ Encouraging and facilitating resident independence;
- ▶ Using empathy;
- ▶ Being people centred, not task oriented;
- ▶ Showing love and respect.

Attentive to “little things”



Picture: [theguardian.com](https://www.theguardian.com)

Facilitating Choice

- ▶ Foster resident choice and use strategies to help residents gain control over their daily life;
- ▶ Range of activities that are age and gender appropriate - meaningful;
- ▶ Inclusion of those with cognitive impairment;
- ▶ Idea of 'right to risk'

Uniqueness of Long-Term Care

- ▶ Straddles Social and Health Care
- ▶ Longer length of stay
 - ▶ Attachment towards residents
- ▶ Communal living
- ▶ Highly regulated

Fostering Dignity Supporting Care

- ▶ Relationship-Centered care focused
 - ▶ All people are valued; have meaning and purpose
 - ▶ Attends to physical, emotional, and cultural safety
 - ▶ Respects personal space
 - ▶ Builds community

Building Relationships

- ▶ See opportunity with every encounter
- ▶ Elicit (or watch for) concerns
- ▶ Understand the resident's (and family's) perspective
- ▶ Demonstrate empathy and openness to emotions
- ▶ Engage in personal reflection and be self-aware

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. The shapes are primarily triangles and polygons, creating a dynamic, layered effect. The text is centered on a white background that occupies the left and middle portions of the frame.

“I’ve learned that people will forget
what you said, people will forget what
you did, but people will never forget
how you made them feel.”

- Maya Angelou

Moving beyond Person-Centered Care

- ▶ Argue that person-centered care fails to ‘capture the interdependencies and reciprocities that underpin caring relationships’ (Nolan et al., 2002)
- ▶ Relationship-centered care expands its mandate to include the person but also their family and formal caregivers
- ▶ Relationships are seen as therapeutic



Attending to Staff Dignity

- ▶ Premise is that in order to provide dignified care, staff need to feel respected, valued, and dignified.
- ▶ Valuing knowledge and expertise
- ▶ Importance of Leadership and Teamwork

Promoting Quality - Institute of Medicine

Quality Care

Safe

Effective

Timely

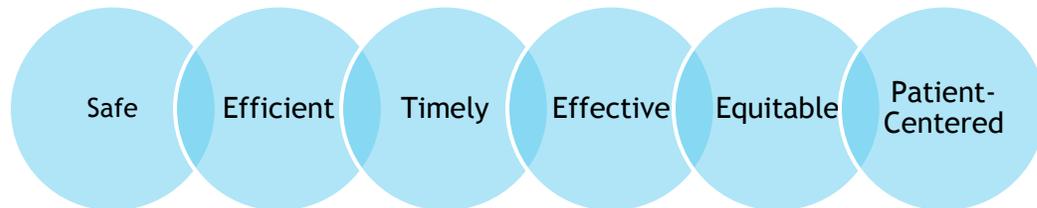
Efficient

Equitable

Patient-
Centered

Shifting the Model of Quality

IOM Quality Framework



Partnership Approaches

- ▶ Security
- ▶ Belonging
- ▶ Continuity
- ▶ Purpose
- ▶ Achievement
- ▶ Significance

Senses Framework (Nolan et al., 2006)

**WHEN WE SUPPORT
DIGNITY, WE ARE
SUPPORTING QUALITY
CARE**

In the end supporting Dignity is about always...

- ▶ Hearing their story and finding connections
- ▶ Giving purpose and meaning
- ▶ Being taken seriously as an equal human being and meeting relational needs
- ▶ Understanding who I am and my impact on care

Thank You



“I was a party girl.”

Photo Credit: Dr. Mark Nowaczynski

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