Developing Novice and Proficient facilitators from within the workplace.
Using two models to create conditions for development of person-centred cultures and enable human flourishing: A PAR study

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WHY Person-centred? - National and International Policy

Building a Culture of Patient Safety

Report of the Commission on Patient Safety and Quality Assurance

Framework for Improving Quality in our Health Service

Joint Commission International Accreditation Standards for Hospitals

Including Standards for Academic Medical Center Hospitals
Person Centred Care

HIQA, Judgement Framework for Residential Dementia care
What is Person-centeredness?

“Person-centeredness is an approach to practice established through the formation and fostering of therapeutic relationships between all care providers, care receivers and others significant to them in their lives. It is underpinned by values of respect for persons, individual right to self determination, mutual respect and understanding. It is enabled by cultures of empowerment that foster continuous approaches to practice development”

(adapted from Rol Older Persons’ National PD Programme Facilitation Team (2010))
Why in the workplace?

Culture is defined within the workplace, if culture is to change learning is needed to support transformation within the workplace.

(Raelin, 2008 p.19).
USING TWO MODELS OF WORK-PLACE FACILITATION TO CREATE CONDITIONS FOR DEVELOPMENT OF A PERSON-CENTRED CULTURE: A PAR STUDY

- What does a person-centred model for work based facilitation look like?

- How do work based facilitation skills enhance the development person-centred cultures?
Critical Social Science

Jürgen Habermas’s work on Communicative Competence.

Brian Fay’s work on False Consciousness and Education and the conditions necessary for enlightenment to occur.

Underpinned by 4 key principles

- Democratic process
- Communicative Competence
- Enlightenment
- Engagement with a view to understanding rather than action.
Critical Allies and Critical Friends provides a framework to enable clinical leaders to learn these skills within their own workplace.
Get beneath the surface of what's going on
Facilitation of Work-based learning.

Assisting of others to unlearn the rituals of practice, discovering new ways of learning through PD processes and the applying and sharing of the new learning in their own workplace.

Dewing (2010)
Phase One: Theoretical development

Critical Allies and Critical Friends V1

Policy development

Phase Two: Preparing the Context

Choosing Participants

Being Consistent in the message

Educating and sharing theory.

Phase Three: Data Analysis

Phase Four: Critical Allies & Critical Friends V2

Critical Allies & Critical Friends V3

PHASE 1

PHASE 2

PHASE 3

PHASE 4
To develop person-centred cultures, clinical leaders/facilitators need to be identified and enabled to become work-based facilitators of person-centred practice. The Critical Allies and Critical Friends framework enables clinical leaders to systematically learn these skills within their own workplace.
An evolutionary and person-centred leader is needed to drive the vision of person-centred cultures at Metso level.
Building Capacity from within the workplace. Facilitators can be developed and nurtured from within the workplace and can be successful in assisting the development of person-centred cultures but only if supported by a network or social support (or community of practice), access to expert facilitation and an agreed person-centred policy agenda.
Facilitation on the Run (FOR): Facilitation does not always need protected time and space away from the workplace. Facilitation skills and strategies can be integrated into everyday work quickly and unobtrusively we have called this method Facilitation of the Run.

Using FoR cards and prompts can also aid the process.
There are Four pre-requisite elements that need to be present for a facilitative relationship to commence.

- **Mutual Respect:** Seeing each other’s viewpoint as valid. This is the starting point for professional relationships.
- **Share Values:** A generalised curiosity such as a desire to improve or innovate may be sufficient to start the relationship.
- **Preparedness:** Being prepared and timely in a facilitative relationship. Ensure the time, the place and the intent are aligned.
- **Authentic Presence:** Working authentically is a two way process enabling the creation of a safe space to share values.
Critical Allies and Critical Friends flatten other roles to achieve facilitative relationships.
Communicative Competence can be achieved through Active learning
Symposium Message

The symposium aim was to provide practical understanding of facilitation in enabling person-centred cultures with the ultimate aim of human Flourishing for all.

Thank You all for listening.