-HSE National Programme-

Flourishing workplaces that support cultures of person-centredness

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HSE: ONMSD,QID  &  HSE:QID
The person centred agenda!

Confusion about terminology and meaning
Traditional focus

• On doing rather than being
• On care and ‘patients’
• Often espoused in the absence of real evaluation
• Often not experienced by staff
• Often experienced in moments
"We should be aware that cultural change is a transformational process; behaviour must be unlearned first before new behaviour can be learned in its place" (Schein 2010)
Behaviours /Patterns/Cultures

**Decision-making:** from hierarchical & position-bound to rapid by experts.

**Relationships:** from draining of energy to generating energy for new ideas.

**Conflict:** from negative & destructive feedback to opportunities to embrace ideas.

**Power use:** from power over to power to enable.

**Learning:** from learning that is threatening and risky to the status quo to learning that is developmental in intent

(Plsek, 2001)
'Being' person-centred requires us to:

- Demonstrate respect for all persons
- Acknowledge the rights of all individuals as persons
- Acknowledge the values and beliefs of all individuals
- Demonstrate mutual respect and understanding for each other
- Develop healthful relationships that enable us to achieve wellbeing

(McCormack and McCance, 2017)
Human Flourishing

1. Need to be challenged
2. Need to feel connected
3. Need to have a level of autonomy
4. Need to be able to be ourselves in and out of work

(Gaffney, 2011)
National programme: who/what’s involved

- 1/2 – senior personnel per service
- 5day accredited programme in PD and facilitation methods
- Followed by 10 ‘modules’ /11mths
- Each participant facilitates a group in their organisation
- Supported by the National Co-ord. Team
- At any time ~ 500 engaged in person-centred culture development (n = 1500)
- 2017, 2018 & 2019
Methodology and evaluation process

**Methodology:** Transformational facilitation using transformational and practice development methods

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<td>Narratives: persons who use services and staff</td>
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<td>Person-centred Practice Inventory</td>
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**Data analysis:** creative hermeneutic analysis to get to deeper layers of cultures and contexts
Person-centred Practice Framework
- building blocks and way to provide real evaluation

McCormack and McCance, 2017
Thank you...

For further information:

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https://www.hse.ie/eng/about/who/qid/person-family-engagement

@PersonCentredCulture
References