

Being a Person-centred Researcher: balancing the cognitive with the creative

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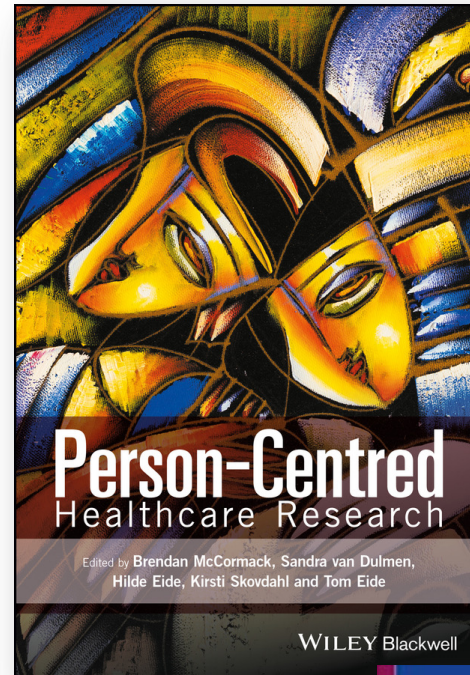
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**Person-centred Nursing
Research: Methodology,
Methods and Outcomes**

Jan Dewing
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 Springer



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Person-centredness

“What is essential is invisible to the eye”

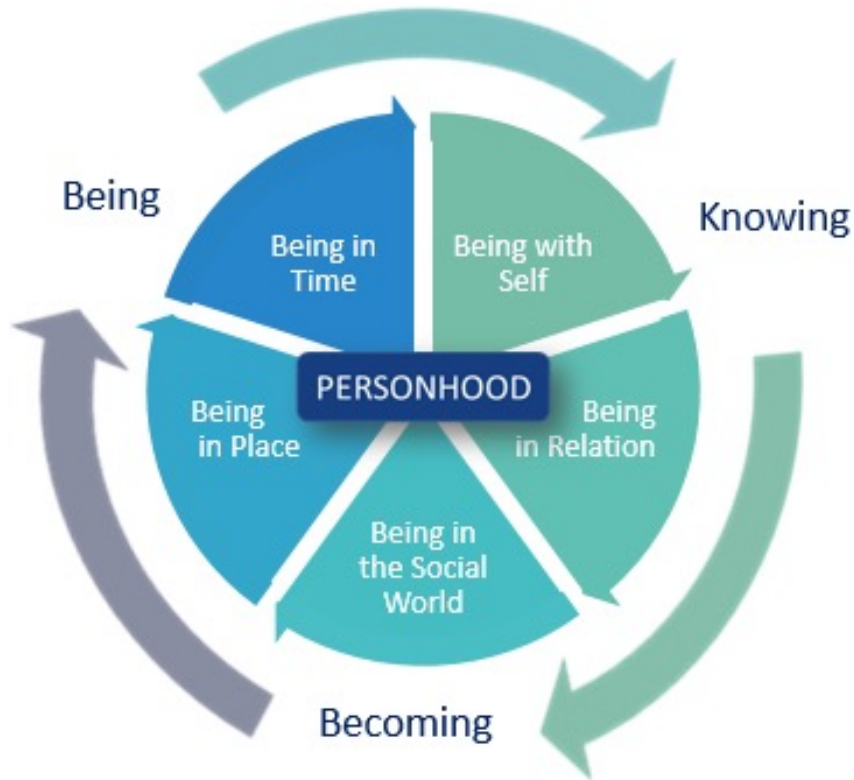


A person-centred [research] culture enables effective practices based on the formation and fostering of **healthful** relationships between all team members and key stakeholders.

It has explicit values of respect for persons self-determination, mutual respect and understanding. It empowers all staff to engage in continuous development and quality enhancement.

(adapted from McCormack & McCance 2017)

PERSONHOOD



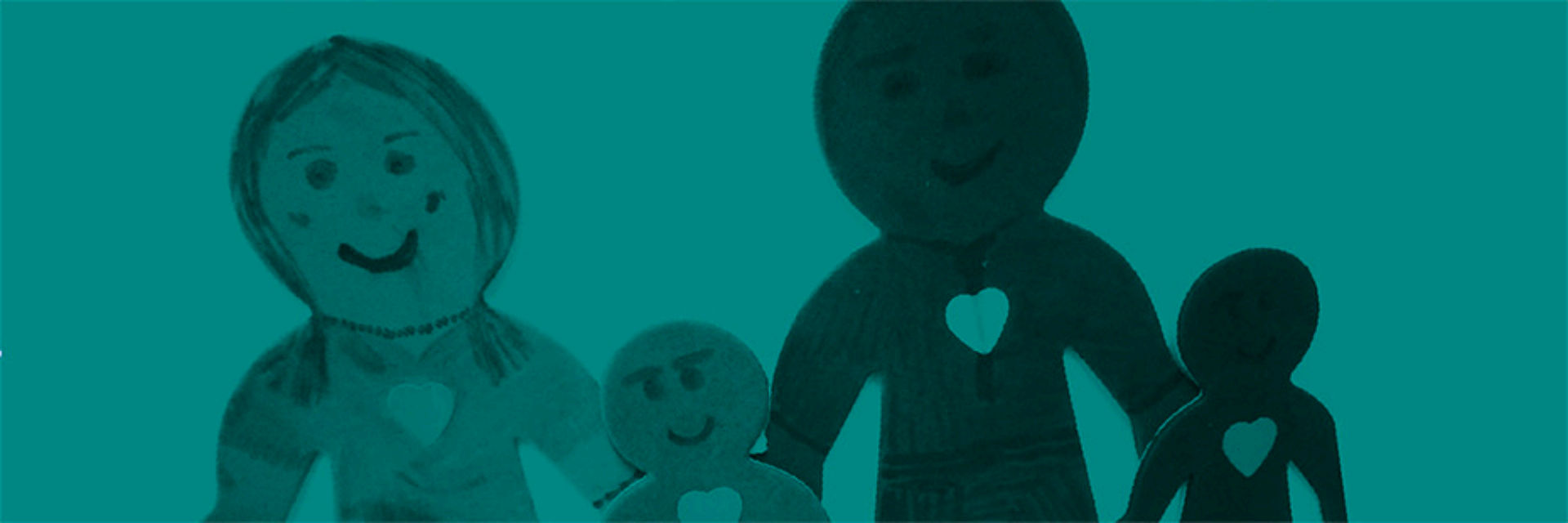
Persons are simultaneously in a state of being and becoming and through reflexive engagement with our five modes of being we come to know ourselves as both developed and developing persons.

McCormack (2004) and Dewing (2004; 2018)



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The Centre for Person-centred Practice Research (CPcPR)



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CPcPR - Four areas of research:

- Experiences of person-centredness
- Person-centred interventions
- Person-centred cultures
- Person-centred curriculum



Research Focus

- Doing research that 'humanises healthcare' by keeping the person at the centre of care.
- Influencing international developments in this field.
- Enhancing persons' experiences of care and wellbeing, making a difference to persons' lives locally, nationally and internationally.
- **Promoting new methodologies for person-centred research.**



LEAVING A PERSON CENTERED IMPRINT

BEING WITH SELF

BEING IN TIME

BEING IN RELATIONSHIP

BEING IN PLACE

BEING IN SOCIAL WORLD

DANCE



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The Primary Task of Person-centred Research



- Develop and embody a research paradigm that enables:
 - Axiological connections - person, personhood and person-centred practice
 - Ontological, epistemological and methodological synergy
 - Becoming as a person
 - Human flourishing
 - Advancement of the field of person-centred research



The ‘Yes and ...’ of Person-centred Research

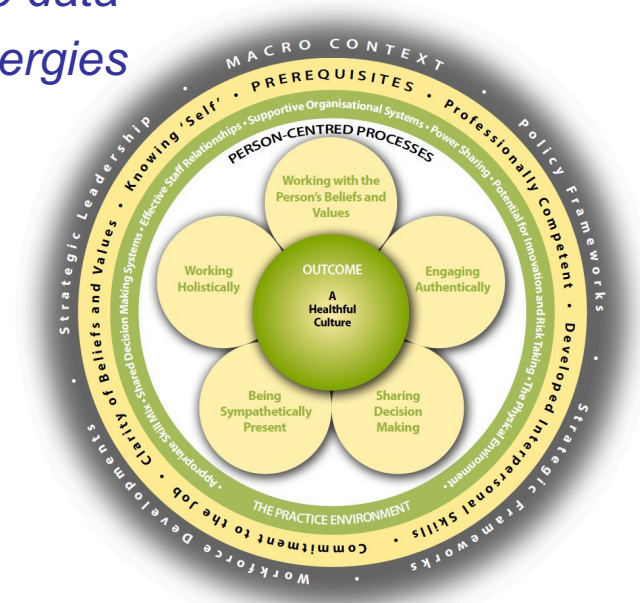
(McCormack 2003; vanDulmen et al 2017; Dewing et al 2021)

FIVE UNDERPINNING PRINCIPLES

- Connectivity
 - Mutuality
 - Transparency
 - Sympathetic presence
 - Negotiation
- *considering context*
 - *the ‘person’ in the data*
 - *paradigmatic synergies*

FOUR CONSTRUCTS

- Pre-requisites for person-centred research
- Person-centred research environment
- Person-centred research processes
- Person-centred research outcomes



A Person-centred approach to research supervision

- Knowing the person(s)
- The known and the yet to be known
- Authenticity & sensitivity to 'life challenges'
- Negotiating Rough Terrain – Clear WoW!
- Mutual willingness to learn through the relationship
- Developing and sustaining a healthful relationship
- Listening with 'soft eyes' (*Titchen et al 2011*)
- Facilitating active participation & engagement
- High challenge with high support
- Maximising opportunities for creativity



**"Fire is the passion at the hearth of
the SCoP
Keeping true creativity alight
Diversity is honoured, inclusive
interaction occurs
And warmth and acceptance burn
bright"**



Critical Creativity

A theoretical framework for person-centred research



A collection of new work, published papers, book chapters, creative media
& Blog entries with weaving commentary by

Angie Titchen & Brendan McCormack

with Vaibhav Tyagi

https://e44793a5-a2f7-4c8c-a21d-3be2ed0f3d28.filesusr.com/ugd/26205d_f2fe903feb034753b3b789db2c72c5ad.pdf

Critical Creativity

Critical creativity is a **paradigmatic synthesis** in which the assumptions of the critical paradigm are blended and balanced with, and attuned to, creative and ancient traditions, for the purpose of human flourishing.

Human flourishing focuses on maximising individuals' achievement of their potential for growth and development. People are helped to flourish (i.e. grow, develop, thrive) during the change experience in addition to an intended outcome of **wellbeing for the beneficiaries of the work**.

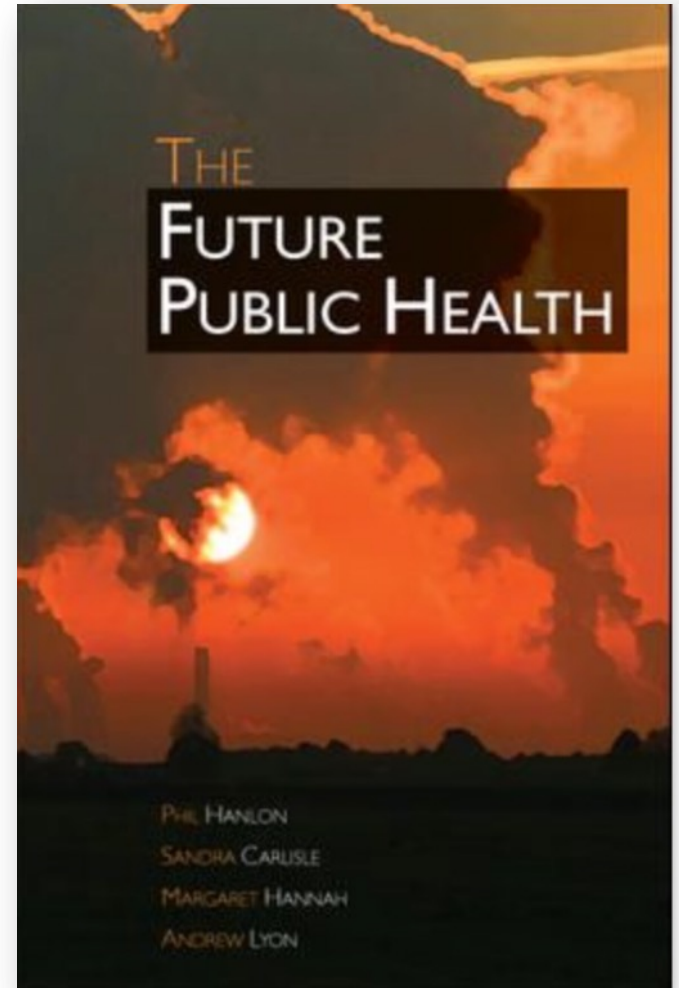
Flourishing is supported through **contemporary facilitation strategies**, connecting with beauty and nature and blending with ancient, indigenous and spiritual traditions and active learning



Towards Future Practice – The ‘Afternow Project’

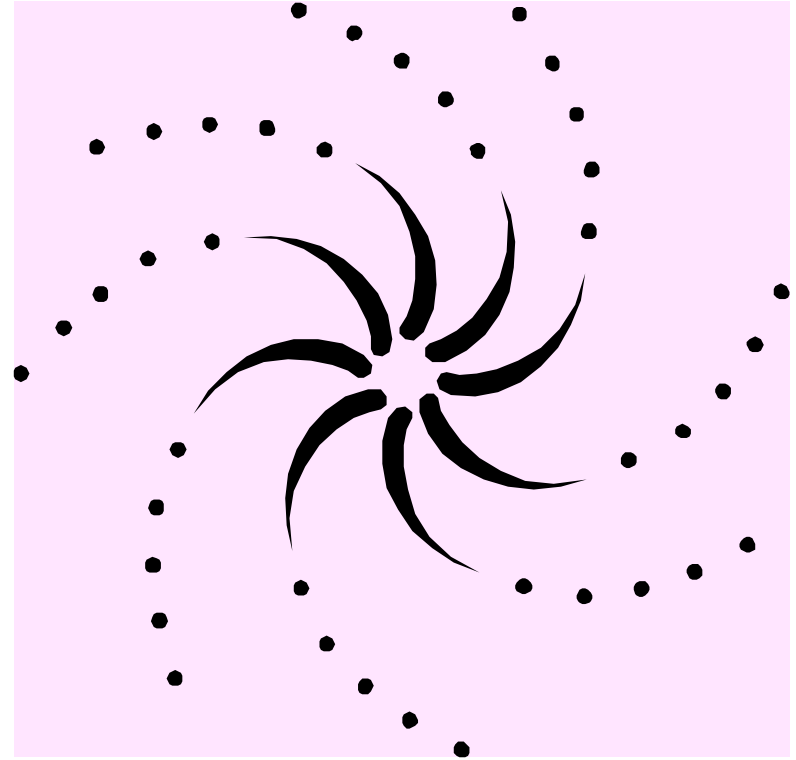
- **Integrative:** bringing together science, ethics and aesthetics.
- **Ecological:** engaging with other complex adaptive systems that influence human health.
- **Ethical:** respecting human rights and raising human consciousness globally.
- **Creative:** envisioning a better future and unblocking the forces that impede creativity.
- **Beautiful:** raising our spirits and firing our imagination.
- **Embodied:** living the change we want to see in the world
- **Reflexive:** being more self-aware of our own mindset and practice

(Hanlon et al, 2012; 2016)



Critical Creativity

- Centres on the concept of **PRAXIS** to enable **HUMAN FLOURISHING**
- Within critical creativity the concept of praxis is extended to include **action that is also creative** – “Meaningful CREATIVE action with a moral intent”
- **Meta-cognition:** Creative thinking (thinking about thinking) and critique, *blended* with creative imagination and expression.





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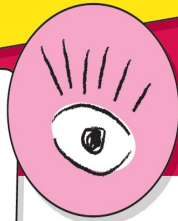


bold Bringing Out
Leaders in Dementia



our vision:

Having "dementia" doesn't
matter for who I am as a
person or how I live my life



Social Leadership

humility, a willingness to learn, to share, to empower others and to fight for what is right.



- Learning through action
- Using creative methods and fun
- Building relationships
- Trying things out
- Critical creative evaluation



The Fox and the Butterfly

The fox can represent awareness, playfulness, and luck in some cultures.

This sketch for me symbolises being aware of the beauty in nature and enjoying being in the moment, something that the bold program brought out.



<https://vimeo.com/606488443/4f1c7602dd>



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I feel I need to
forget what I know
about dementia, and
remember what I
know about people





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‘It’s a nice place, a nice place to be’

A critical creative approach to developing person-centred cultures in palliative and end-of-life care

Brendan McCormack, Caroline Dickson, Tracy Smith,
Hilary Ford, Steffi Ludwig, Rhona Moyes, Laura Lee,
Elaine Adam, Tracy Paton, Brigid Lydon and Juliet
Spiller



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working together
to develop practice

ORIGINAL PRACTICE DEVELOPMENT AND RESEARCH

'It's a nice place, a nice place to be'. The story of a practice development programme to further develop person-centred cultures in palliative and end-of-life care

Brendan McCormack*, Caroline Dickson, Tracy Smith, Hilary Ford, Steffi Ludwig, Rhona Moyes, Laura Lee, Elaine Adam, Tracy Paton, Brigid Lydon and Juliet Spiller

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Care and support
through terminal illness

Programme Aim

- Further develop a culture of person-centred practice in the Marie Curie Edinburgh Hospice.



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Changing Culture



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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)

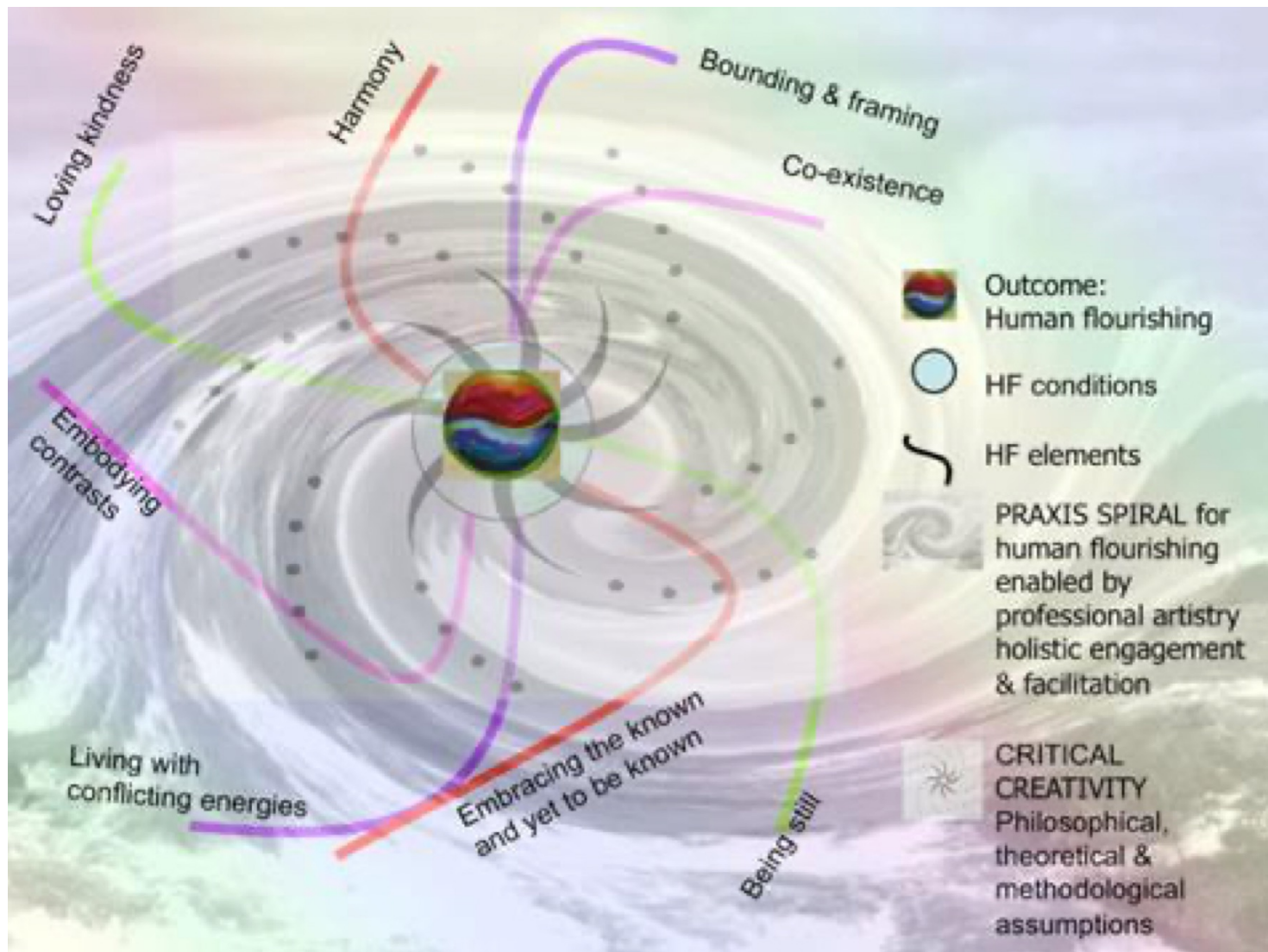


MIND THE CULTURE GAP



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- Evaluation data were collected at the beginning of the research programme and as a continuous process throughout the 12 months.
- Data collected included:
 - patient, family/care partners and staff stories
 - practice and environmental observations
 - creative expressions
 - critical reflections
 - routinely collected data



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Creative Hermeneutic Analysis

(Boomer & McCormack 2010)



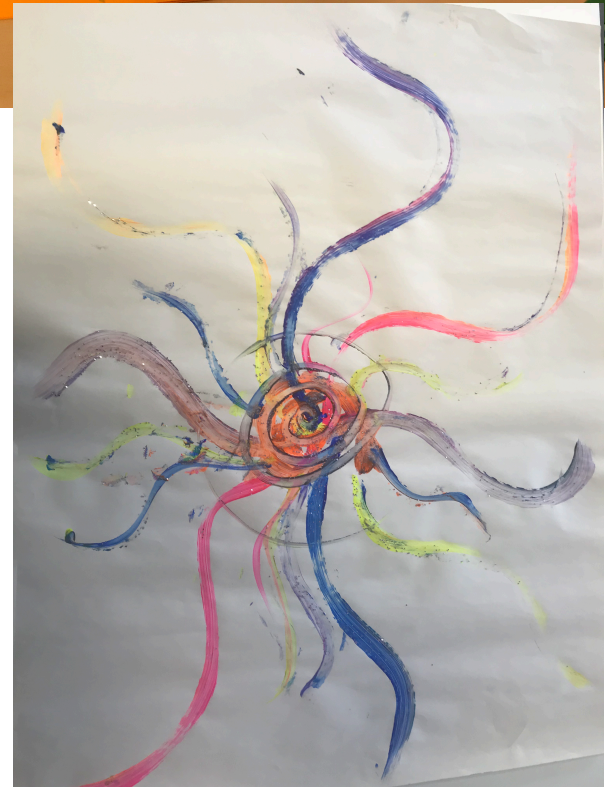
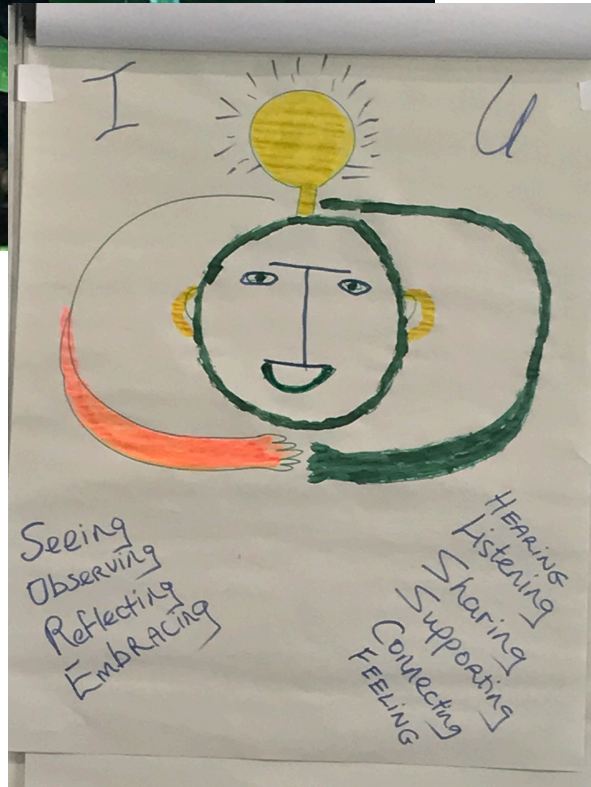
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1. Clarify data available and code.
2. Read the data and form general impressions, observations, thoughts and feelings.
3. Create an image of your impressions (intuitive grasp) of the data - the image captures the essences of the data.
4. In pairs, tell the story of the creative work: each person tells the story of their creative work.
5. Using the creative image as the centre piece and the story (written) and other notes made at step 1, theme the image:
 - i. As many themes as possible
 - ii. Write 1 theme on each post it and stick on the creative image.
6. With the pairs form a small group – the small group (as a whole) discuss the individual themes and devise shared themes [Categories] - must have whole group agreement on these.
7. Match raw data to categories from step 5.
8. Match data to Human Flourishing & Person-centredness theories



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unfolding a story of flourishing





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Bounding and framing



‘Our vision for a person-centred culture is one that enables individuality, promotes autonomy and encourages aspirations in a secure and supportive environment.’





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Co-existence

- Knowing the person
- Promoting individuality
- Balancing routines with informed choice
 - Team effectiveness
- The physical environment

Embracing the known and yet to be known

Table 2: Mini-projects

Mini-project	Elements
Celebrating the vision statement	<ul style="list-style-type: none"> • Wordle and display in hospice reception
Administration team development	<ul style="list-style-type: none"> • 'Can-do approach' • Improvement in atmosphere and welcome at reception • Making things possible – shared commitment to the culture of the hospice • Initiative
Induction	<ul style="list-style-type: none"> • Multidisciplinary inductions implemented using person-centred tools and approach
Creating spaces for reflection	<ul style="list-style-type: none"> • Schwartz rounds • Communicative spaces for open dialogue
People of Marie Curie	<ul style="list-style-type: none"> • Personal portraits and photos of Marie Curie staff and volunteers • Posted on Facebook and highlighted in hospice newsletter
Hospice presentations	<ul style="list-style-type: none"> • Two-hour presentations (six a year) for internal Marie Curie staff and volunteers and external visitors covering all services and activities • Virtual tour of the hospice • Ongoing updates
Staff support and development	<ul style="list-style-type: none"> • Person-centred workshops • Role clarifying workshops between nurses and healthcare assistants • Regular team meetings
Reviewing of existing data	<ul style="list-style-type: none"> • Staff retention



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Living with conflicting energies



*Much less confused now
Positive about the future
Have the team working*

*Lots of work to do
Championing. Excited.
Yes I can do it!*

Here we are again
Talking of workplace culture
Does anything change?
Embracing the good
We must take the blinkers off
Rejecting the bad
Is it that simple?
Do all eyes see the same truth
Listen, learn and share



Being still – Schwarz Rounds

'Thought provoking' 'Touching, relevant, poignant' 'Thoroughly enjoyed taking part'
'Fab discussion – lots to take away and think about' 'Good to share and learn together'
'Very good, made you stop and think about things, which I think is useful during a busy day'
'Really gave insight into the value of the team' 'Nice to hear the human side of people'
'Good to hear different perspectives' 'Helps me better understand my work environment'
'Inspiring and bonding' 'I think we are getting better at sharing our thoughts and our fears'

'Very much enjoyed the stories from staff working in different areas / departments of the hospice. Gave a most enjoyable and welcome insight into their roles and the impact this has on people's lives, working in our unique setting of the hospice. Sharing is supportive and very worthwhile. Look forward to the next Schwartz round.'



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Being Still Health Care Assistants' Reflective Space



- How do we find out what matters most to the patient that day?
- How can we ensure there is a plan for staff before they begin giving care?
- How can we improve HCA- RN communication at the beginning of the day?
- How do we make sure that the person recording care is the person that has delivered it?
- How can we help/support people to manage stress?
- How can we continue and strive to improve communication within the team- no “them and us”?
- How can we improve patient handover? Can we call the safety brief something else?



HCAs creatively exploring workplace culture



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Embodying contrasts

*I understood better
what person
centredness within
the staff looked like
and what it should
feel like.*



Care and support
through terminal illness

Moving towards a vision of person-centred culture (PCC) across the hospice: Do all eyes see the same truth?

Tracy Smith (Practice Development Facilitator), Tracy Paton (Charge Nurse),
Brigid Lydon (Secretary), Hilary Ford (Hospice Manager)
Marie Curie Hospice Edinburgh, Scotland, UK.



Care and support
through terminal illness

Background & Aims

Over a 2 year period from 2015-2017, Queen Margaret University (QMU) facilitated a programme of practice development with a key group of multi-professional clinical and non-clinical staff.

The overall aim was to move towards a shared vision of person-centred culture: a process that focused strongly on people's individual beliefs and values, processes and the care environment. The Person-centred Practice Framework (2016)¹, continues to guide this on-going programme of work.

Methods

Transformational methods demonstrating the principles of practice development² were used to create and define the shared person-centred vision and to explore and evaluate person-centred culture. The overall approach used the CIP principles; to be collaborative, inclusive and participative therefore the key group acted as facilitators for the wider hospice team. Evaluation methods included staff and patient stories and observations of care and environment. Facilitated events also took place to explore workplace culture, relationships and practices within and across teams.

"Our vision for person-centred culture is one that enables individuality, promotes autonomy and encourages aspirations in a secure and supportive environment"

Engaging authentically

The hospice manager spent a day on the ward working with the Health Care Assistants.

Sharing decision making

Decisions that affect all the hospice team are shared where possible e.g. how to spend donations for staff, local policies.

Being sympathetically present

A creative values based workshop to explore workplace culture.

Working with patient's beliefs & values

Patients are encouraged to put anything that is important to them on their magnetic boards.

Providing holistic care

Providing a Harry Potter magical birthday experience for 10 year old daughter of a patient.

"Thank you for helping my mum and dad organise my surprise 10th birthday party. I loved all the pictures on the walls and all the food, especially the drinks and the Harry Potter's Every Flavour Beans! I had a fabulous time."

Values

Being compassionate Challenge and support Openness Knowing self

Results so far

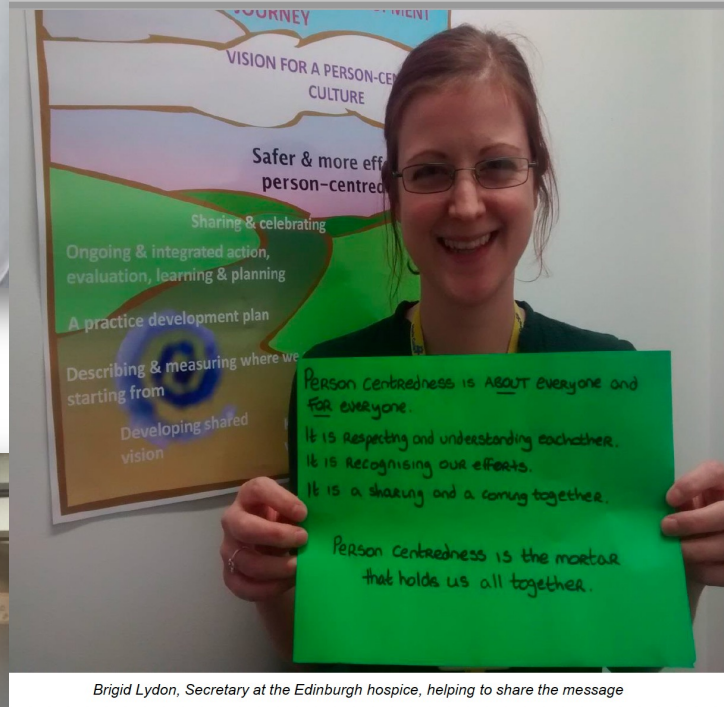
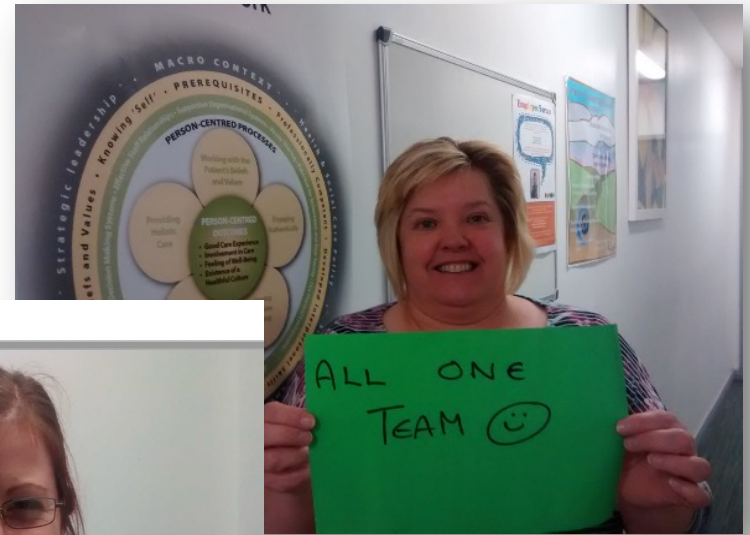
Measuring culture change is challenging however observations and feedback do show demonstrable change within the 2 years. These include; less silo working; better understanding of each other's roles and values; heightened self-awareness with changed behaviours observed in practice; improvements in the physical environment and patients being involved more in decision making.

References: 1) McCormick, B. and McCausy T. (2016) Person-Centred Practice in Nursing and Health Care: Theory and Practice, (2nd Edition). Chichester: Wiley Blackwell.
2) McCormick, B., Smith, L. and Johnson, A. (2013) Introduction. CIP 1a McCormick, B., Smith, L. and Johnson, A. (eds) (2013) Practice Development in Nursing and Healthcare, (2nd edition). Chichester: Wiley Blackwell. pp.1-17.
For further information contact either: Tracy Smith: tracy.smith@qmu.ac.uk or Brigid Lydon: brigid.lydon@mariecurie.org.uk

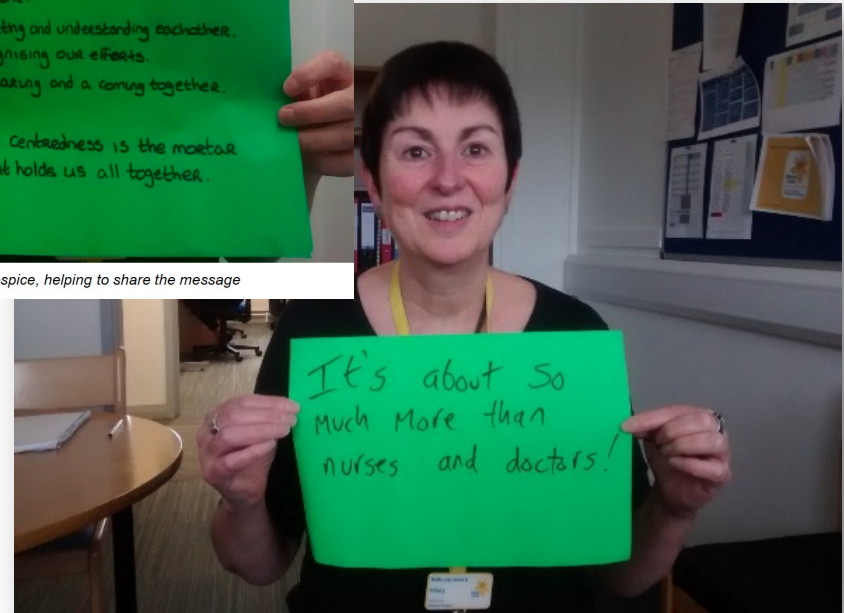
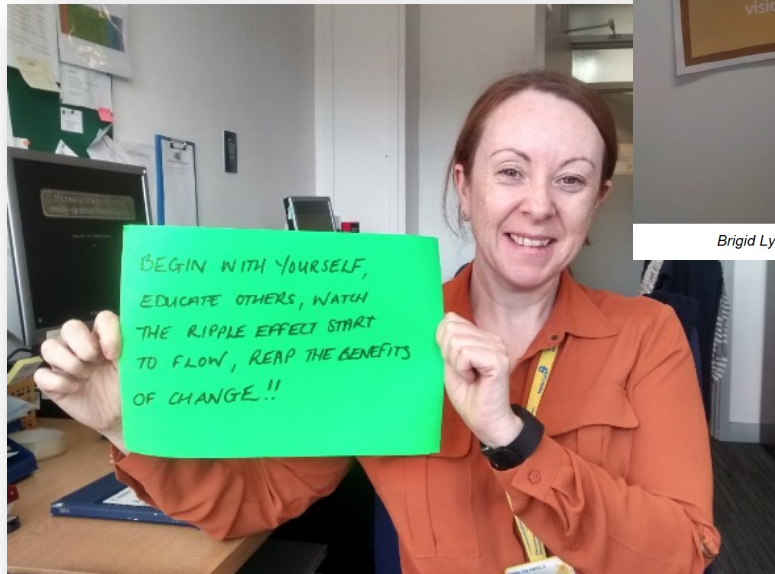
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13 Edinburgh Hospice



Brigid Lydon, Secretary at the Edinburgh hospice, helping to share the message





Harmony (Outcomes)

Person-centredness with a fluffy touch

Over the last few months Edinburgh hospice has been working to develop the Day Therapies programme to make it more therapeutic and focus on a person-centred rehabilitative approach.

New activities include the Fatigue, Anxiety and Breathlessness groups; creative activities with individuals focusing on 'What matters to you?' and regular Family Days in Day Therapies.

At Edinburgh a key focus for Family events are the alpacas. The alpacas have proven to be a great way to encourage more people to come and see the hospice, to understand what the hospice does and to see that it is not a scary place.

But bringing alpacas in is also part of a broader, person-centred approach. The alpacas give people enjoyment and an opportunity to talk about something light-hearted, and being able to stroke the animals is a really therapeutic activity too.



- Regulator's Inspection Report
- Complaints Reduction
- Staff retention/reduced turnover
- Staff survey (PCPI-S) and stories
- Celebration of successes

Edinburgh Hospice scores its highest ever rating following recent inspection

Healthcare Improvement Scotland carried out an unannounced inspection of the Marie Curie Hospice, Edinburgh, resulting in the hospice's highest ever rating.

In the final report, the hospice was awarded four 'Excellent' ratings and one 'Very Good' rating. In the areas of environment, staffing, and management and leadership, the rating has improved from 'Very Good in 2016 to Excellent in 2017.

The ratings awarded are:

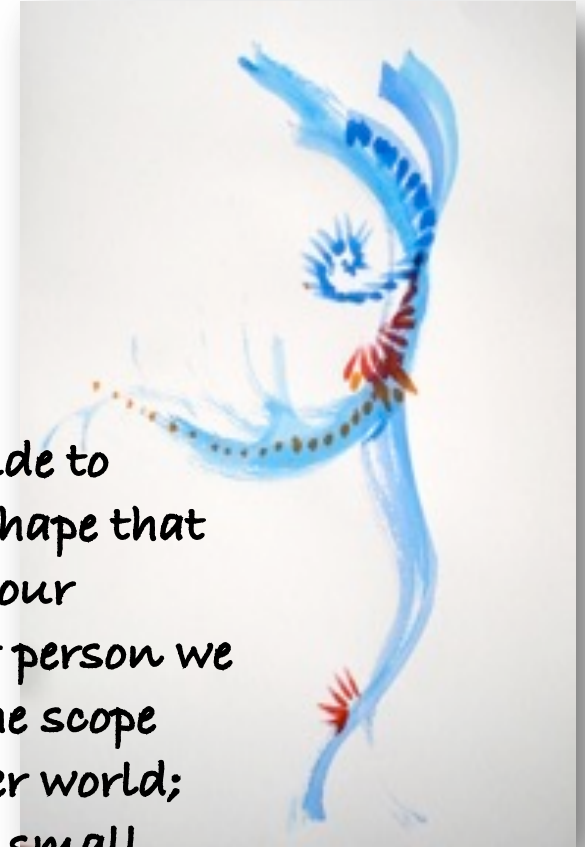
Quality Theme 0 – Quality of information: 6 – Excellent
Quality Theme 1 – Quality of care and support: 5 – Very good
Quality Theme 2 – Quality of environment: 6 – Excellent
Quality Theme 3 – Quality of staffing: 6 – Excellent
Quality Theme 4 – Quality of management and leadership: 6 – Excellent



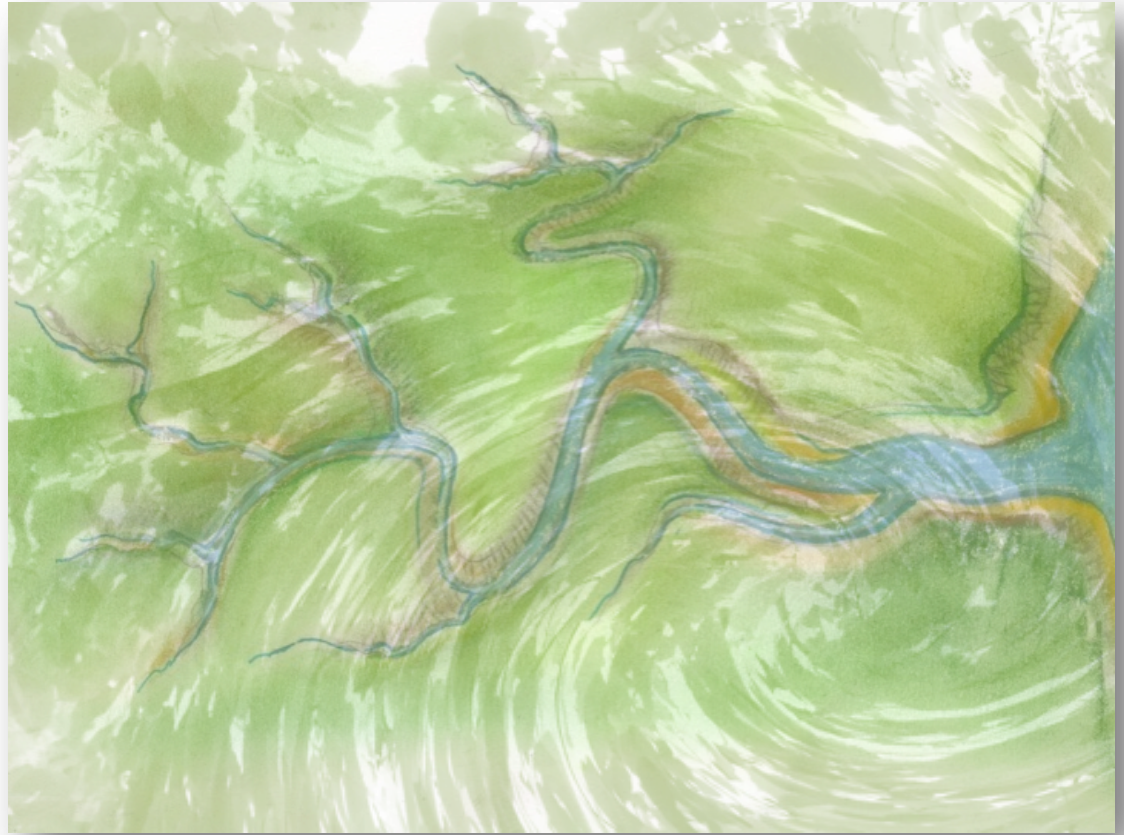
Loving Kindness

- Adopt a holistic approach to the development of person-centred cultures.
- Use methodologies that are also person-centred.
- Hold the space & be courageous.
- No person-centred care without a person-centred culture.

"By our very attitude to another we help to shape that person's world. By our attitude to the other person we help to determine the scope and hue of his or her world; we make it large or small, bright or drab, rich or dull, threatening or secure."
(Knud Ejler Løgstrup)



I would love to live
Like a river flows
Carried by the surprise
Of its own unfolding



*Unfinished poem by John O'Donohue
(Conamara Blues)*



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