

# Beliefs, Behaviors, and Systems

## HOW TO USE THE MODEL

### STEP 1 Determine the practice to update

e.g.

- bathing practices
- mealtimes
- waking/sleeping
- visitation practices
- end of life practices
- medication pass
- and many more

### STEP 2 Establish your VISION

e.g. Elders will have autonomy & choice in when and how they bathe.

### STEP 3 Examine current BELIEFS

- As a team, examine the current beliefs related to the topic area.
- Identify beliefs of elders, leaders, staff that keep us rooted in institutional ways of being. Be clear about beliefs to LET GO of.
- Identify NEW BELIEFS necessary to achieve the vision.

e.g. Old belief: bathing is a TASK to be completed. New belief: bathing is a meaningful, pleasurable experience.

### STEP 4 Examine current BEHAVIORS

- Identify current behaviors that need to change.
- Determine the actions care partners need to do to achieve the identified vision.

e.g. Old behavior: elders are TOLD when they will bathe based on staff determined schedule. New behavior: care partners offer additional opportunities if an elder refuses a bath/shower.

### STEP 5 Examine current SYSTEMS

- Identify current organizational systems that reinforce old beliefs/behaviors and need to change.
- Develop new systems/processes to support the identified new beliefs and new behaviors.

e.g. Old system: shower time determined by room location and schedule developed by middle managers; New system: hands-on care partners work with each elder to determine elder choice in bathing practices.

### STEP 6 Put it TOGETHER

- Align the new beliefs and system changes to support the desired behaviors.
- Develop communication and educational process for all stakeholders.
- Consider a pilot test (segmentation).
- Assess and refine following reliable design practices.



Beliefs, behaviors, and systems is a useful construct to TRANSFORM your organization to be more person-directed, CONTINUOUSLY IMPROVE, and to SUSTAIN the change.

## BELIEFS



- What we think about something
- Our mindset

## BEHAVIORS



- What we do
- Our actions
- Behaviors are a result of beliefs and organizational systems

## SYSTEMS



- Organizational practices, policies, and procedures
- The organizational structures in place that drive individual behaviors