



Home for Us Weekly Update - January 10, 2020

Home for Us started as an innovation and improvement project to understand the experience of residents, families, and staff. Building on the insights gathered from months of observations, interviews, focus groups, and surveys, we are now in the next phase of **Megamorphosis**. This phase aims to rapidly test ideas from residents, families, and staff to build on the great care that staff currently provide. Building on qualities such as **compassion** and **empathy**, we strive to make sure that **emotional connections matter most, residents direct each moment** and that **home is not just a place, it is a feeling**.

Meaningful Moments

Inspired by the great work that is done every day at our homes, each week we highlight a meaningful interaction that brings us one step closer to the vision

Megamorphosis Moments Stanley Park is one week into a Megamorphosis and we are seeing steps towards a less institutional and more social model of care. Below are several pictures of different ways people are being engaged in day to day life that they have not experienced for a while.



Mariabelle made a chocolate fondue with fruit and served it to residents while she did some paperwork in the hallway. (There are no pictures of residents as their smiles were covered in chocolate.)

Right: Herman gets to socialize during his lunch with a volunteer and talk about the discrimination he has faced as a Chinese man.



Left: Lisa, an accomplished seamstress teaches Vinnie how to use a basic sewing machine.



Left: Margaret had never painted before and appreciated being given the opportunity by Cecil.

Below: Lucy declares how much she used to enjoy painting as she participates in a project to decorate the home.



It Takes A Village

Your help is needed!

Ongoing Quality of Life Survey Rolling out in Our Homes

Brock Nicholson has begun a new role with Seniors Care as the Lead, Quality of Life Engagement.



In this role, Brock will oversee the start-up and roll-out of an intensive QoL surveying process across PHC's five LTC homes.

Volunteers (and select staff) will be trained to conduct structured interviews with residents while also providing much needed social interaction.

The interviews will be conducted using an internationally validated survey tool that captures the quality of life for people who live in LTC homes and will be aligned with surveys conducted by the Office of the Seniors Advocate every 5 years, surveys required by SQLI, and with PHC's strategic priority regarding measuring patient/resident experience and satisfaction. Brock has extensive experience in supporting the OSA's survey from 2016-17 across the province and is looking forward to finding out "what matters" to our residents in PHC and how we can improve quality of life for them.

Collecting Meaningful Moments: Let's keep sharing our great work to help inspire each other!

Please send me meaningful moments that you create or witness. Just send a quick email to cconvery@providencehealth.bc.ca with your story.

Inspiration and Information

Centre for Brain Health and Innovation (CABHI) Acknowledges Alzheimer's Awareness Month

CABHI is one of the partners our Seniors program works closely with through our Seniors Quality LEAP Initiative (SQLI), focused on innovation to impact! Check out this blog post about innovation for people who have dementia.

<https://www.cabhi.com/blog/alzheimers-awareness-month-how-innovation-is-improving-the-lives-of-the-worlds-seniors/>

Kudos and Compliments

Chat Panganiban

Check out Chat as the PHC News Meet and Greet star of the week...in true Chat fashion it includes a picture of the team she worked with during CST cutover.

<http://phcnews.ca/news/meet-charito-panganiban-clinical-nurse-leader-ecu-holy-family>

Important Dates

January 14, 2020

12:30 to 2:00 pm

Home for Us Navigation

Group meets at Holy Family

Stanley Park