



# PARTNERS IN CARE

Supporting health care together



## PROVIDENCE HEALTH CARE PATIENT AND FAMILY PARTNER NEWSLETTER

Winter 2022, Volume 1, Issue 3

### Lights of Hope Celebrates 25 Years of Joy and Generosity

At the darkest time of year, the **Lights of Hope** illuminate the Burrard Street corridor and transform the façade of St. Paul's Hospital into a beacon of hope and joy. This spectacular annual showcase is more than just an anticipated holiday tradition: it's one of our most visible and important fundraising campaigns. It's also one of our most ambitious: it takes 150 volunteers almost six weeks to set up the iconic display.



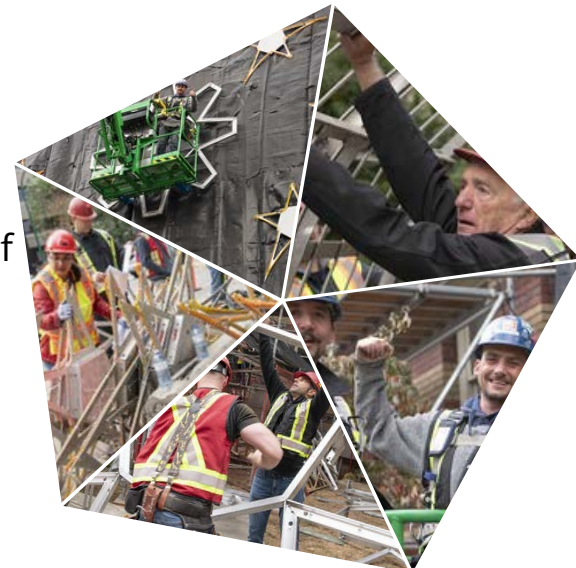
For almost 20 years, Stanley Wong has been there - rain or snow or shine - to help. Forty years ago, Stanley worked part-time at St. Paul's Hospital while studying to become a chef. Now, he gives back as a donor and volunteer for *Lights of Hope*. " *Lights of Hope* inspires our family because it's so important," he says. The money you give supports many different programs. And it gives the doctors the tools and equipment they need to save lives." Stanley is right. Generous donors to Lights of Hope make it possible to meet our most urgent needs, not just at PHC but across BC. "In the early days, I was one of the fellows who would climb up the scaffolding. But now, my wife doesn't want me on anything taller than a step ladder. She says I have to leave the climbing to the young people." Stanley says.



Since 1998, your support has helped *Lights of Hope* raised more than \$47 million! This year, St. Paul's Foundation aims to raise \$3.6 million.

#### Quick facts about *Lights of Hope*!

- The display features 400 individual stars recognizing our generous donors.
- There are more than 1,200 meters of sparkling lights. If you stretched them out, they'd stretch from St. Paul's Hospital all the way to Canada Place.
- It takes 2,500 zap straps (tie wraps) to keep the whole thing together.
- Almost 80% of the lights are LEDs and the electric bill comes in under \$60/day.



The 25th Lights of Hope will shine brightly from every evening until January 6, 2023.

For more information, read [here](#).



## Holiday Greetings from Providence Health Care



You all bring an incredible gift to us in Health Care – your lived experience, perspectives and voices. Thank you! You have all made a difference in so many ways. The list is long and crosses over all programs. Some examples are: how we provide care; how are new site may look and function; what information we give patients upon discharge; changing some of our policies to be patient and family centred; and approving all Patient Health Education Material. Regardless of which team you are a member of, you make a difference. We have come a fair distance over the last 10 years and our journey continues. Thank you for locking arms with us on the journey.

**Candy Garossino, Director , Professional Practice and Nursing**



During this festive holiday season, the team from the Provincial Adult Tertiary Specialized Eating Disorders program would like to say thank you to all our patient and family partners for all your great work in 2022.

Happy Holidays and we look forward to our continuing work with you in 2023!

**- Provincial Adult Tertiary Specialized Eating Disorders Program**

Dear Patient Partners,

Your advice guides us to ensure we are on the right path! Thank you for everything you do!!

**Indershini Pillay, Director of Clinical Workforce Optimization & Design**



The Medicine, Older Adult and Palliative Program is so appreciative of the participation, input and perspective of our incredible patient and family partners. We want to acknowledge Betty, Irene, Dennis, Bruce and Stefan for faithfully attending our quality and safety meetings and providing your insightful contributions. Our care and many initiatives are better for your input. Thank you!

**- MSJ and SPH Quality and Safety Committees and the Palliative & Hospice Leadership Team**



## Holiday Greetings from Providence Health Care

Happy holidays to the patients who have shared their story, ideas or time. You have inspired many research and quality improvement topics and we are privileged to be able to work with you. Best wishes for a healthy, happy 2023!



**Emily Zamora**, co-Professional Practice Lead,  
Clinical Nutrition Services

Wishing you all a wonderful holiday filled with happiness and joy!

**Partners in Care Newsletter Committee**

Thank you, Stefan. Your dedication, insight, authenticity, and kindness are just a few of the things that you bring to our team. You are so appreciated!

- **SPH Palliative Care Team**



### Season's Greetings!

As we move towards the solstice and the start of a new year, we wish you joy and peace. As the evenings continue to darken, may twinkly lights cheer you, may the company of friends and strangers lift your spirits, may you be surprised by small moments and may you find goodness around many corners. And every once in awhile, may something beautiful cause you to catch your breath and take in a rare moment of awe and wonder.

May it be a happy new year, and may you be happy in it!

Season's greetings from our team to you.

- **Spiritual Health and Pastoral Care**



## Accreditation Results

Congratulations to everyone at Providence Health Care (PHC)! The accreditation this year was a huge success with the highest standing possible "Accredited with Exemplary Standing". All of Accreditation Canada's Required Organizational Practices (ROPs) and 99.6% of the 3,000+ standards were met across the organization which is an astounding accomplishment. In the past few years, health care faced great challenges, PHC demonstrated commitment to quality improvements, and compassionate care in such a high degree is truly incredible and shows strength from everyone in the organization.



A special thank you to patient partners who met with the lead accreditation surveyor. The surveyor was impressed by how person and family centred care was embraced and embedded at PHC throughout the years. Patient partners mentioned that they felt more like "members of the programs/committees" rather than partners, which speaks volumes.

As a learning organization, we are strongly committed to continuous quality improvement and strive in our practices and delivery of care. Accreditation surveyors highlighted our strengths as an organization and opportunities for growth.

### Here are a few highlights from the accreditation results:

#### Strengths

- An organization that truly lives to its mission, vision, and values: Staff finds personal meaning in the work, and embrace a culture of compassion and social justice.
- Reconciliation: A new foundational principle to the strategic plan, many instances of deep listening and responding with action.
- People-centred care: PHC is a leader in this area and many years ahead in so many ways.
- Environmental stewardship: Reinvesting the money saved into new initiatives.

#### Opportunities

- Aging infrastructure: Working within the existing sites is going to be a challenge.
- Human Resource strategy: Improving recruitment and retention strategies as staff are tired.
- Operating Room demand: Increased demand particularly in specialized areas such as cardiac and renal.
- Cerner sub-optimization: Optimizing the systems that was already invested in.

### What's Next?

PHC will submit evidence detailing the steps we have taken to address the areas of improvement identified in the report months following the final report.



## Pet Therapy Program

Pet Therapy has a long-standing history in health care. For instance, *BC Pets and Friends* is a non-profit charity that promotes the healing comfort, and companionship of animals through pet therapy since 1982. Residents, patients of all ages and staff can benefit from pet therapy as visits "alleviate loneliness, reduce anxiety, provide happiness, joy, and smiles in the moment" says Mary Gallop, MSJ Volunteer Coordinator.

### Meet Stuart and Nugget at MSJ

Stuart and Nugget are well-known to the PHC community. They are not only volunteers at Mount St. Joseph's Hospital (MSJ) but also at St. John's Hospice. Nugget is also an ambassador for the St. Paul's Hospital Lights of Hope.



Stuart adopted Nugget from an Indigenous family near Prince Rupert in 2014 and the two families have remained in contact since then. Stuart knew that Nugget would be special and wanted to share him with others. They went through pet therapy training with BC Pets and Friends. Afterward, they started volunteering in long-term care at MSJ as Stuart's daughter was a staff member at the hospital. Stuart witnesses the laughter and happiness that Nugget brings to the residents, which in turn brings joy to the pair as they continue

this program. Stuart and Nugget creatively used FaceTime to continue virtual visits with residents at MSJ during the pandemic. It was very heart-warming to see the residents clapping and touching the screens to 'pet' Nugget.



Stuart's words of recognition to Nugget, "Your efforts for the past years were so much appreciated by the hundreds of people you've crossed paths with. The staff and patients loved you, as much as you loved them. By spreading love and joy to those in need makes the community just that much better."



## Pet Therapy at St. Paul's Hospital

Meet **Dennis & Ridley**, one of the four volunteers from the Pet Therapy Program (PTP) at St. Paul's Hospital (SPH) since 2018. Ridley is a rescue dog adopted by Dennis in 2016 when he was living in San Diego. People were attracted to Ridley wherever they went and loved being around her. Ridley loved them too.

When Dennis returned to Vancouver, he decided to start volunteering work with Ridley. They underwent a certification exam from St. John's Ambulance to join the Pet Therapy program. Dennis received a list of volunteer opportunities, and he chose SPH, as he lived nearby. After orientation training and a shadow shift, they started their volunteering journey.



Dennis and Ridley are usually in SPH on Tuesdays connecting with patients. They typically start their shift with specific visit requests or just roam the halls and spend time with patients and staff. They are very autonomous and have the flexibility to spend more time with an individual if there is a connection and as long as Ridley is happy. Dennis and Ridley find volunteering an enriching experience as it positively impacts everyone involved. It is always welcoming when the staff announces their arrival on the unit.

One memorable experience was with a palliative patient nearing the end of life who specifically requested to see Ridley. They connected and bonded in a short time. Dennis witnessed the joy and happiness that this experience brought to the patient and truly made a difference. There were challenges during the COVID-era when PTP halted. Today, the program has restarted with some restrictions, such as no visits to patients on precaution. Dennis hopes that in the future, this will be lifted and that he and Ridley will be able to make an impact on all patients in SPH.



## Home For Us

Providence Health Care (PHC) and its sister organization Providence Living (PL) are embarking on a mission to transform long-term care (LTC).

*Home for Us* (formerly known as Megamorphosis) seeks to move away from the traditional medical/institutional style of care toward a social/relational model of care that emphasizes emotional and social connections, flexible routines, collaborative teams, and an environment that feels like home. This is inspired by the Dutch LTC village of de Hogeweyk, where seniors with dementia continue to live as they would in their own homes, but with the support of care staff. They eat and prepare food together, shop, stroll, attend concerts, and generally live life to the fullest. PHC and PL strive to create a similar, normalized experience for all its LTC residents.

To accomplish this, PHC and PL are building new LTC homes to create environments that promote community and a “home-like” feeling. The first building, *Providence Living, Together by the Sea*, will open in Comox in 2024 to replace the existing LTC home, *The Views*. Similar buildings are being planned for Vancouver. Additionally, pilot households are under development to give staff, residents, and families a chance to test/refine a new model of care approaches on a smaller scale and in a space that mimics the new building



One of the primary tenets of *Home for Us* is that this new care model is created with residents, families, and staff. Residents and families have been instrumental in developing the pilot households and new building. Residents and families have been involved in workshops and engagement sessions to develop household goals and norms, a typical day's workflow, and different household names for the new building. Resident and family partners also sit on various committees which make recommendations and decisions for the model of care. Finally, resident and family partners were invited to a special workshop where the founders of de Hogeweyk shared their experience challenging an institutional system.

The *Home for Us* team will continue to engage with residents and families throughout this model of care work. If you would like to learn more or to sign up for our newsletter updates please email us at [homeforus@providenceliving.ca](mailto:homeforus@providenceliving.ca). You can also watch this [video](#) for more information.



## Upcoming Celebrations/Events:



Operation Popcorn



Heart month

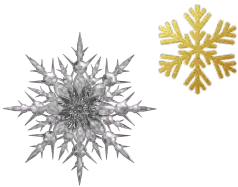
Anti-Bullying Day

Eating Disorders Awareness week

Black History month



Alzheimer's awareness month  
National Non-Smoking week



## Sheila Pither (1932-2022)



In honour of our patient partner, Sheila Mary Winnifred Pither who passed peacefully in September, 2022. She was an active member of the Care Experience Advisory Committee at Providence Health Care for many years. She was a dedicated and committed patient advocate and inspired others. She will be dearly missed.



Stay tuned for our next edition  
in Spring 2023!



**Our Vision: "Maintaining connections and building community to advance Person and Family Centred Care at PHC"**



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