



## Residential Care for Me Weekly Update - March 29, 2019

Residential Care for Me started as an innovation and improvement project to understand the residential care experience for residents, family 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, family 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

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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

*A resident recently moved into our home. This is someone who previously lived independently and owns two homes! Going into a room shared with three other people and limited space can be quite an adjustment. The resident was hoping to have many of the comforts of home which made some staff uneasy. Throughout the initial few days I noticed a pattern that could have easily turned into institutionalization. This is common in our work - out of concern, rules are made and conversations about the resident begin to happen. I wanted to break this pattern so I spoke with Suzana (our Social Worker) and Nadra (our Clinical Nurse Leader) about the possibility of this being the start of something new. They immediately agreed to try a new process where, a few days after admission, the staff who work in the neighborhood, along with the CNL, SW and other members of the interdisciplinary team meet with new residents and family to get to know a little bit about each other and talk about how the resident would like to spend their day. From this conversation, we would plan how we will live and work together and build a care guide that works for everyone.*

*Suzana and Nadra sprang into action and that afternoon Suzana and the nurse Ligi had everyone come together in the neighborhood with our new resident as part of the circle. The discussion was so helpful as each learned about how our resident wants to live and how staff can best support him. They were able to have some discussion and make some decisions about the things that made some staff uncomfortable. In the end, a plan was made. Being inclusive, building relationships from the very beginning, along with laying a stronger foundation for resident driven care is a nice way to welcome everyone into our home. We cannot wait for the next person to move in and do it all over again!*

*~Carrie Willekes, Manager - MSJ Residence*

### Kudos & Compliments

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Highlights from the week

**Megamorphosis wins Mega-award!** Congratulations to everyone on the Residential Care for Me team for all of the hard work that has been done over the last 5 years that has led to Megamorphosis and all of the culture change work at our homes. Megamorphosis has been awarded the 3M Health Care Quality Team Award by the Canadian College of Health Leaders

(CCHL) for 2019! This is a prestigious award that will be presented at the National Health Care Leadership Conference in Toronto in June. This award also comes with funds to hold a local celebration so stay tuned for more information as we start to plan that! You can read the official announcement from the CCHL here: <https://bit.ly/2UGZA6h>



*The Views at*  
St. JOSEPH's

**Welcome to The Views at St. Joseph's!** A warm welcome to The Views at St. Joseph's in Comox who have officially joined the PHC family through the transfer of ownership and operations to the Providence Residential & Community Care Services Society (PRCC) as of April 1st. PRCC is a new entity formed by PHC to enable the renewal and growth of our seniors services and care homes. We look forward to working together and learning from our new friends at St. Joseph's as we continue to build this relationship.

**RCfM Working Group Key Messages:** Here are the key messages and action items from today's Working Group meeting. Working group members - please share these with your teams:

- **MAiD:** Carrie Smith, Lead for Medical Assistance in Dying (MAiD) Response at PHC came to speak to the group about how to respond to requests for MAiD. She would like to have some education sessions for staff at each of the homes so that they know what to do if someone requests MAiD. Carrie will reach out to the educators and social workers at each of the homes to set up a time.
- **Bed Turnaround Times:** Jo-Ann informed the group that a metric being monitored by the region is bed turnaround time. This indicator has a target of 4 days and not meeting this target has implications on the funding that is given to our homes. It is our aim to improve performance to meet the 4 day turnaround time for things that are within our control and identify processes that PHC can improve to ensure residents move into our homes as quickly as possible so that they are in the right place and the right time to meet their care needs. The intent behind this metric is to support people as quickly as possible into our care homes and we acknowledged that there is an impact on staff, as we build more emotional connections with residents - that it becomes harder to say goodbye when the numbers of residents passing away increases in shorter periods of time with us. As a first step to understanding and improving our performance, the teams at the homes have been asked to track reasons for delay (both internal and external) in order to determine where to focus improvement efforts. **Brian** (CNL at Langara) kindly offered to start a template for collecting this information and circulate it to all of the homes. Thank you Brian!
- **ED Transfers:** All care homes also discussed Emergency Department transfers and the plan to explore it further at our next meeting in terms of reducing unnecessary transfers to acute care. Langara shared a process that they had undertaken whereby the interdisciplinary team and medical coordinator reviewed the last three months of residents who were transferred to acute care and started identifying opportunities for improvement, including after hours physician support. More to come on this.
- **CST:** Jo-Ann shared that there will be a meeting next week to discuss the care home roll out of eMAR and CPOE. In the meantime there is a lot of asks and pre-work that is currently happening to get ready for implementation that has started and will continue to be a priority.
- **Meaningful Moments Galore:** The meeting ended with all of the homes sharing wonderful stories that reflect steps toward our larger culture change movement. These stories will be featured in more detail in future newsletters in the "Meaningful Moments" section.

## It Takes a Village...

Your help is needed!

**Calling All Artists!** We have an opportunity to design our own hand sanitizer dispenser covers! This will be a contest to create a more home-like, less institutional cover. Designs will be accepted from all homes and from anyone - residents, staff or families. The winning design will be voted on by residents, staff and families. You can email [shardern@providencehealth.bc.ca](mailto:shardern@providencehealth.bc.ca) for the

template or to submit your artwork.

**Working Group Members!** Please share the information from the weekly update with your teams (at your home, within your discipline, etc.). Previous weekly updates can be found here: <http://www.providencehealthcare.org/health-services/seniors-services/residential-care-me/weekly-residential-care-me-update>

## Inspiration

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Stories to Learn From

**Award winning video: Dementia. The impact of diagnosis:** <https://bit.ly/2GR7uiX>

**The "dementia village" that's redefining elder care:** a TED talk by a social worker / occupational therapist who helped develop de Hogeweyk: <https://bit.ly/2lqxMyE>

**BC Care Providers Association Conference:** The BC Care Providers Association annual conference is taking place from May 26-28th in Whistler. Our very own Jo-Ann Tait will be speaking on a panel about Supporting Quality of Life: Future Trends + Promising Approaches. You can find out more about this conference here: <https://bit.ly/2uCV6Pm>

## Important Dates

**Apr. 9, 2019: 1230-1430**

Residential Care for Me  
Navigation Group Meeting

*Youville, 6th Floor*

**Apr. 9, 2019: 1400-1500**

HFH Megamorphosis -  
Sustainment Meeting - *All  
HFH residents, family and  
staff welcome!*

*Holy Family North Wing*

**Apr. 12, 2019**

Geriatric Services  
Conference

*Vancouver Convention  
Centre*