

Residential Care for Me Weekly Update - February 8, 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

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

In January I had the privilege of working alongside Alice and other staff in Youville, observing how care was provided and helping out in small ways. I very much enjoyed meeting the residents and staff and I was deeply touched by the compassion and dedication of the staff. It was an honour for me to be able to make a personal connection with the residents, and in particular to help one of the residents to eat her lunch. It was a day that I will remember with gratitude and appreciation. I wanted to say thank you to everyone at Youville who made me feel so welcome. It's such a privilege to be CEO of an organisation which looks after the most vulnerable in society with such attention and care.

~ Fiona Dalton, CEO

Kudos & Compliments

Highlights from the week



Holy Family Megamorphosis and Household Innovation: This week marked the third week of relationship-centred care sessions for the HFH staff. At the pre-work tea parties, the community also talked about the stuff of life and what items could be brought in to the home to engage residents. The week ended with a lively session where 3 residents shared the story of their life with the community. With students from the Emily Carr Health Design Lab in attendance, there were some great ideas shared around how we might capture these stories and share them with each other in creative and decorative ways (such as on room doors, or through wearables).

MSJ Lunar New Year Celebrations: This week marked the beginning of the new lunar year and MSJ Residence rang in the new year in style. Here is a link to an article with more photos! <https://bit.ly/2RRwkUH>



Welcome to Dawne: A very warm welcome to Dawne Morrey who has joined our Residential Care for Me team as a family partner. Dawne is a familiar face within our Youville community and we are excited to have her join our team!

Notes from Working Group Meeting: The RCfM Working group used this month's meeting to start reconnecting with how the vision of Residential Care for Me came to be.

- The group got to hear about the work of the last 5 years that has gotten us to this point. Those who would like a reminder can watch this video: <https://bit.ly/2UQg0Fx>
- Then everyone filled out a Butterfly Home self-assessment that we have borrowed from Dementia Care Matters (the assessment is attached with this newsletter for those who missed the meeting). The results of the assessment will be collated and brought back to the next working group meeting to discuss opportunity areas. Working Group Members are asked to consider these two questions and be prepared to share for the next meeting:
 - What do you need to take this movement forward?
 - What areas of the Sheard Butterfly Home assessment interest you to work on?
- The meeting ended with a reminder of what we are working towards, as shown in this video: <https://www.youtube.com/watch?v=aYrMu3ujs-Y>

It Takes a Village...

Your help is needed!

Recognizing Great Work: Nominate a deserving project for the BEST Patient Safety and Quality award! This award recognizes the efforts of individuals and teams working to improve the care delivered to patients and residents at PHC. Deadline for nominations is March 22nd. The eligibility criteria are below:

- Any PHC team, employee, or physician with PHC privileges.
- The project must have been active within the 12 months preceding application (ongoing data collection will qualify as "active").
- The project must demonstrate sufficient data to establish an improvement or shift in the desired direction.

Spirituality Conference Call for Abstracts: Abstracts are being accepted for the annual PHC Spirituality Conference. The theme this year is *Inspiring Person-centredness: A Call to Action*. You can find out more about the conference and abstract submission here: <http://spiritualityconference.providencehealthcare.org/call-abstracts>

Come one, come all! Anyone who is interested in volunteering for Megamorphosis at HFH, please email shardern@providencehealth.bc.ca. We look forward to having lots of volunteers every day from March 4th to March 15th. Sign up for any time during the day, and for however long that works for you.

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

Stories to Learn From

Inspiring Videos: Thank you to Cecilia Moore (Spiritual Health Practitioner at HFH) for bringing the following videos to our attention.

- Revolutionizing Dementia Care: <https://bit.ly/2GC46Lx>

- Flore: a film that provides a lens into the triumph of the human spirit when care is person centred, relational, and truly loving (seeking the good of the other for their own sake). If you would like to watch the full documentary, please contact Cecilia Moore. Here is the trailer: <https://bit.ly/2DqkhhP>

Important Dates

Feb. 11, 2019: 1400-1500

Holy Family
Megamorphosis Pre-Work:
Community Tree - *All residents, family and staff welcome!*

Holy Family North Dining Room

Feb. 12, 2019: 1130-1500

Residential Care for Me
Working Group - *Note special extended meeting*

Youville, 6th Floor

Feb. 15, 2019: 1400-1500

Holy Family
Megamorphosis Pre-Work:
Megamorphosis Q&A: Fact or Fiction - *All residents, family and staff welcome!*

Holy Family North Dining Room