



<http://www.providencehealthcare.org/residentialcareforme>

#ResCare4Me

## Residential Care for Me Update – June 22, 2018

[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 stories from Megamorphosis, each week we will highlight a meaningful interaction that brings us one step closer to the vision.

*Since I have known Sharon as a nurse and clinical leader, she has been determined to rid the building of blue bibs. Yes, I said bibs, not shirt protectors or clothing protectors or aprons because there is no way to make those blue, terry pieces of cloth, look or feel any less like their name or purpose. I am not sure if you have ever worn one, but as soon as you put one on, never mind maybe even have one around your neck for the day if someone doesn't kindly remove it after a meal, it feels different than wearing, say, a stylish scarf. Sharon, in her determination, to bring dignity, individuality and style to the meal experience at Youville Residence, used a scarf as a pattern and proceeded to purchase an assortment of fabric and then sew enough scarves to replace the blue bibs. While there are bumps in terms of maintaining an accessible supply, it made my day last week when I heard that the people who live at Youville Residence can now choose to dine with style and dignity thanks to Sharon and the team that makes the effort to bring life to the home.*

~Anonymous Friend of Youville Residence

### Kudos & Compliments

Accomplished this week



**Extra! Extra! Read All About It!** Both Megamorphosis and the Fall-unteer program were highlighted in the Vancouver Sun this week as part of a 7 part series on navigating seniors care. Our Physician Program Director, Ken Tekano was also featured in the article. You can read it here: <https://bit.ly/2JXbjc1>

**Congratulations!...**to Cecilia Moore, Spiritual Health Practitioner at Holy Family, and Valerie Weeks, Music Therapist at Brock Fahrni. Cecilia was awarded the Keeping the Promise Award in Residential Care and Valerie was awarded the Individual Mission Award in Residential Care at this week's PHC Annual General Meeting. Wonderful videos were created to showcase them. You can view them here:

**Cecilia:** [https://www.youtube.com/watch?v=yImJ\\_2XJIXw](https://www.youtube.com/watch?v=yImJ_2XJIXw)

**Valerie:** <https://www.youtube.com/watch?v=Sy1wUL00EUK>



**Key Messages from Working Group Meeting:** The Residential Care for Me working group met today. Key messages from the meeting are:

- CST (Clinical and Systems Transformation) - please encourage staff to fill out the online survey about what they know and don't know about CST and what support they might want. This information will help with planning for implementation of the new system. The survey can be found here: <https://form.simplesurvey.com/f/l/CSTBaselineSurvey>
- The group talked about ways to help support and encourage the use of P.I.E.C.E.S. (a model for assessment and supportive care strategies using a person-directed approach). Two themes that came up were: 1) the importance of empowering care aides, and 2) finding time for huddles. Courtney (PIECES Educator) offered to hold education sessions for care aides and rehab assistants. **Homes are to contact Courtney directly to arrange for education sessions.**
- Robena told the group about the organization's weekly long length of stay teleconference, which focuses on patient flow. She let the group know that if they get a phone call from her about a potential resident, to please make it a top priority to see the patient in acute within 24 hours. This has been found to be more beneficial than trying to sort through details through multiple phone or email conversations.
- Each home shared work that is occurring that helps move towards the vision of shifting from an institutional to a social model of care.

**Inspiration**

Stories from Others

**A fantastic article about a care home's transformation to a butterfly home:** Though we are not looking to be butterfly homes, the principles and goals of Megamorphosis are the same: <https://bit.ly/2teYOOM>

**Art project helps Sask. seniors preserve stories through memory boxes:** <https://bit.ly/2tsUKd8>

**Photography helping people with aphasia find their voice:** <https://bit.ly/2KaQ063>

**Long-term care facility took a bench to a park and invited the community to talk to seniors #ElderWisdom:** [cbc.ca/1.4709201](http://cbc.ca/1.4709201)

**Care home opens a 1950s –style diner to help stimulate memories:** <https://dailym.ai/2t2nIQM>

**It Takes a Village...**

Your help is needed!

**Let's get the word out!**

Please print and post the PDF version of this document for residents, staff and family who may not have access to this email. Anyone who wants to receive an email version can email Sonia at [shardern@providencehealth.bc.ca](mailto:shardern@providencehealth.bc.ca).

**Important Dates**

July 10, 2018	<i>1230-1430 – Residential Care for Me <u>Navigation Group Meeting</u></i>	Youville 6 <sup>th</sup> Floor
July 27, 2018	<i>1000-1200 – Residential Care for Me <u>Working Group Meeting</u></i>	Youville 6 <sup>th</sup> Floor