



Residential Care for Me Weekly Update - October 26, 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 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

When I was leaving Minoru on Tuesday morning, I said hello to a resident and asked her how she was. She told me that she was taking each day as it comes and asked me if I could help her. I asked her how and she asked me to wheel her into the cafeteria. I did this. The staff member from Sodexo greeted her like she was a long lost friend and asked her if she wanted her regular order. The woman said yes and the staff member served her with a cup of coffee. I impressed by the staff member's ability to make an emotional connection with the resident. It was obvious that the staff member knew some of this woman's story. These moments that we all observe and need to celebrate.

~Sharon Galloway - Regional Professional Practice Director, Residential Care

Kudos & Compliments

Highlights from the week

Megamorphosis at MSJ: This week's meetings with staff at MSJ were focused (with the help of Paul and Linda who run the relationship centred care sessions) around 'What we want to hold onto' and 'Concerns: changing expectations and work roles, increased stress and Maintaining communication.' Staff had time with their leaders to voice their concerns and ideas in several structures sessions and culminated in a focused meeting on Friday about Shift report and Huddles. The staff walked away with trialing all four neighbourhoods attending shift report together and huddles starting at 1100. RCAs continue to lead shift report and huddles and identify concerns with the team members present. The MSJ team is well on its way to becoming a strong and cohesive team!

Inspiring our leaders about Megamorphosis: Jo-Ann, Sonia, Heather and Robena had the privilege of presenting the story of Residential Care for Me and Megamorphosis to members of our Board and Society including Archbishop Miller and Bishop Gordon. Several Board members stated how the work being done touches their heart. It is clear that we have very strong support from leadership.

The Sound of Music: Last week Youville Residence's certified music therapist, Lorri Johnson, hosted a class of 21 students from the bachelor of music therapy program at Capilano University. Every year the class goes on field trips to observe different music

therapists who work with different client groups. For the past four years they have been coming to Youville to spend an afternoon of observing and discussing a music therapy session with a group of residents who have dementia. It's a great opportunity for them to learn from an experienced music therapists and observe how music therapy with a variety of different therapeutic interventions can reach and enhance the lives of the elders in care. It was a great afternoon. The multidisciplinary team including rehab assistant Sherry Lecian and care aide Anita also participated, highlighting the importance of team work and working together to create great experiences for our residents. In order to become a certified music therapist (MTA) in Canada students must complete a four-year bachelor degree in music therapy, complete a 1000 hour internship and pass the board exam. Music therapists must also keep up to date by completing annual continuing education credits.



Your Input is Needed - PHC's Pursuit of World Class: On October 11, our CEO Fiona Dalton officially kicked off PHC's strategic planning process. We are on a journey to develop a seven-year strategic plan (2019-2026) – one that articulates our desired future state, is driven by our Mission, Vision and Values, and brings value to those we serve, PHC people and the health care community at large. You can find out more about the engagement strategy and how your input will be gathered in this article here: <http://phcnews.ca/news/our-7-year-plan-wont-build-itself-your-input-needed>

Inspiration

Stories to Learn From

The 'Butterfly Model' transforms dementia care facility into a real home (Calgary): <https://t.co/80unhBNWoB>

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 sign up with Sonia at shardern@providencehealth.bc.ca.

Important Dates

Oct. 29-Nov. 9, 2018

MSJ Megamorphosis! (2 week intense) - *Daily gatherings from 1400-1500*

MSJ Residential

Nov. 2, 2018: 0800-1000

Residential Care for Me Working Group

MSJ Harvest Room A (3rd Floor)

Nov. 8, 2018: 1400-1500

Holy Family Household Innovation Project Meeting

HFH North Wing Dining Room