



## Home for Us Weekly Update - January 31, 2020

*Home for Us* started as an innovation and improvement project to understand the experience of residents, families, 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, families, 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



#### Residents Want to Give Back

I was meeting with a resident who had her nails done the previous day at our monthly "Spa Day". When we were in her room, she suddenly got up from her wheelchair and started walking towards her dresser. The resident did not speak any English, so I was a bit confused as to what was going on.

The resident pulled out a bag of nail polish from her dresser. I assumed that she wanted me to paint her nails, so I pointed at her hands. She shook her head "no", gestured for me to sit on her bed, took my hand, and began painting my fingernails. She was very focused and tried to paint them as neatly as she could. After my manicure, she smiled, giggled, and bowed her head, which I reciprocated.

Although I was left with uneven nails, seeing how happy it made her was the highlight of my day.

*-Kristen Avena (Rehabilitation Assistant, St. Vincent's Langara LTC)*

### Design Thinking

Exporation Ideation Testing

### MSJ Continues With Micromorphosis



MSJ gathered this week for their ongoing "Micromorphosis" meetings of staff, residents and family, to renew the spirit of human-centered design...explore, brainstorm, test, and repeat, for their new dining room model.

Now that the renovation of the two MSJ dining areas is finally complete, our food services partners can serve directly from steam tables in the home. As much work as the design and construction phases were, now comes the hard part: the shift in culture at mealtimes. Integrating Sodexo staff into the home, giving more resident choice and altering the workflow of care staff and families will create a whole new dance at lunch and dinner.



Carrie and Lyra have made sure that everyone is as ready as possible including a review of the drivers of this change: Emotional connections matter most, residents direct each moment and home is a feeling.

As one MSJ resident wisely said during the gathering: "Change can be good; be patient."

## Kudos and Compliments

Recognizing Compassion

### MSJ Spreads Home is Feeling to All Four Neighbourhoods



It has been more than a year since Megamorphosis descended on the Plum Neighbourhood. Since then Carrie has supported the enthusiasm of the residents, family, and staff to continue decoration to create the feeling of home throughout all four neighbourhoods. Bright colours, wallpaper, new furniture, and artwork have transformed a very old institutional building into vibrant vignettes of home. Kudos to all!

## Inspiration

Stories to Learn From

In case you missed it in the Daily Scan: Welcome to Stanley Park: <http://thedailyscan.providencehealthcare.org/2020/01/welcome-to-stanley-park/>

## It Takes A Village

Your help is needed!

**Collecting Meaningful Moments:** Let's keep sharing our great work to help inspire each other!

Please send me meaningful moments that you create or witness. Just send a quick email to [cconvery@providencehealth.bc.ca](mailto:cconvery@providencehealth.bc.ca) with your story.

## Keeping Up To Date

For the best possible care



The 17th Geriatric Services Conference will be held on March 27, 2020 at the Vancouver Convention Centre. You can register for the conference and read about the exciting here: <http://geriatricconference.providencehealthcare.org/>

**Dialogue on Aging Free Public Presentation:** Doors open at 6:00pm. Come early to browse the interactive displays and meet the researchers: <http://publicpresentations.providencehealthcare.org/>

## Important Dates

**February 7, 2020**

**Home for Us Working Group**

8:00am to 10:00 am

Youville, 6th Floor

**March 27, 2020**

**Geriatric Services Conference**

8:30am to 4:30pm

Vancouver Convention Centre

**March 27, 2020**

**Dialogue on Aging Free Public Presentation**

*Innovations in Dementia and Healthy Aging: cutting edge research promotes success strategies for all.*

6:00pm to 8:30pm

Vancouver Convention Centre