



Home for Us Weekly Update - December 13, 2019

Home for Us started as an innovation and improvement project to understand the long term 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



Gentle Persuasive Approach (GPA) IN ACTION AT BROCK FAHRNI

Mr. B moved into Brock Fahrni one year ago. He is a retired mathematics professor with a PhD from Berkley, California. We noticed a change in his behaviour six months after he moved in when he started to refuse care by yelling at and hitting staff. Up until then he had been accepting of our offers of care, and we were unsure as to what was causing the change in behaviour.

Our physician and geriatric psychiatrist was consulted, and lab work was ordered and an antidepressant was trialed. It was determined that Mr. B's dementia was causing the change in his behaviour. One day Mr. B's good friend visited and was made aware of the behavioural changes we were seeing when care was provided. His friend gave us the suggestion to ask Mr. B about the value of Pi when we approach him to provide personal care.

This suggestion brought us into his world, and we discovered how much math Mr. B knows and how much he loves to talk about it. You'd be amazed at how many decimal places of pi Mr. B can recite! We continuously talk about math, his old colleagues and friends, and his favorite mathematicians while we provide care. We get him to solve math problems, and he's graciously agreed to be our math tutor. When Mr. B knows that we're not just there to give him care and that we're there to take an interest in him, he's more likely to allow us to give him the care that he needs. There are still times that Mr. B isn't ready to receive care when we're ready to provide it, so we leave and try again later. We offer Mr. B a cup of coffee (he loves coffee) and ask him about his career as a math professor, and we provide care to him when he's ready. This person-centred and compassionate approach takes more time, but this is what Mr. B needs when we're caring for him. We change our routine to work with his. A gentle persuasive approach provides dignity to Mr. B and safety to staff.

~ Jennifer McDougall, Clinical Nurse Leader BFH

Kudos & Compliments

Highlights from the week

A Labour of Love Beautifies the Garden at St Vincent's: Langara - Link into the Daily Scan for a lovely story of how the power of community transforms a garden. <https://bit.ly/2PBoAqN>

Kudos to Bruce Kung, Performance Improvement Consultant

Thanks to Bruce Kung who has supported Seniors Care since June of this year around Turn Around Times, Quality of Life surveys and Megamorphosis.

He will be moving to support other projects within PHC and his last day with us will be December 11. Best wishes in your future endeavours Bruce!

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 with your story.

Inspiration

Stories to Learn From

Staff Spaces Are Invisible: Inspiring Décor

To create the feeling of home we are learning to make staff spaces invisible by decorating differently. Holy Family has been inspired to redecorate their Fireside Room with a stylish dining table that is primarily for resident use, and can double as a staff work surface when necessary. During their daily interdisciplinary huddles staff gather at this table and can use the white board to guide and track their discussions. After the huddle the white board disappears behind stylish cupboard doors.

Good design and good shopping!



Important Dates

January 06, 2020

Megamorphosis launches at
Stanley Park at Holy Family!