



Home for Us Weekly Update - December 20, 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



A Shopping Experience at St. Vincent's Langara

During the winter months, the weather can be cold and wet with early dark evenings which impede our residents from going out. Many of our residents who love retail therapy are not able to go beyond our building due to physical challenges and transportation barriers. Recently, the gift shop was temporarily closed for a mini-renovation which then added to the resident's frustration in not being able to purchase their favorite treats. With the holidays approaching, the St.

Vincent's Langara team decided to bring a shopping experience to the residents and fill a retail void. The community pitched in and brought in either new or gently used small items that consisted of scarves, hats, and jewellery and holiday wares to hold a Holiday Bazaar for the residents in the convenience of the large atrium on the main floor. Additionally, there was a bake sale held to top up on favorite snacks.

Residents and staff were delighted to browse through the tables of various items and shopped for holiday gifts for themselves and for their loved ones. Christmas carols were playing in the background that added to the shopping ambiance and the residents had a great time bargaining with our staffs who were managing the tables. Several of the residents even charged a tab against their comfort funds. Monies raised went to the residents' council for how they would spend for future enjoyment.



Kudos & Compliments

Highlights from the week

Congratulations to Dr. Eileen Wong who presented at the 2019 VCH/PHC Quality Showcase on December 17 about the Holy Family Hospital ECU Food Quality Improvement project.

Dr. Wong is Medical Coordinator Holy Family Hospital ECU as well as a Primary Care Physician at Holy Family Hospital Rehabilitation and Brock Fahrni ECU. Her project included a survey of staff and residents regarding their food experience, as well as the measurement of food waste. Her findings included a difference between what residents wanted in their food experience and what staff thought they wanted. There was also considerable food wastage, as much as 36.7% for lunch entrees according to the first audit done. The next steps are analyzing the data for a second audit as well as implementing steps to involve residents and their families, as well as front-line staff in improving the food experience for HFH ECU residents. Improving care is at the forefront of QI projects done at PHC including Megamorphosis!



Youville Open House

The festive season is upon us and there was no shortage of yuletide celebrations at Youville Residence as they hosted their annual Open House last week. Friends and family came to join our residents for food, sweets, and Christmas punch. The crowd was entertained with carols and games presented by Santa and Mrs. Claus, along with their head elf and her jolly holly team. A face-painting station left our guests decorated with candy canes, snowflakes, and other merry symbols. The tables and hallways were ornamented with poinsettias that were generously donated from St. Paul's Foundation and Meadowlands Horticultural, which were given to each family as they left the party. It was a warm-hearted and festive evening, with countless smiles from the residents of Youville and Parkview. We give thanks to our staff and volunteers who made this year's event magical. From our family to yours, we wish everyone a safe and happy holiday!

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



Quality Forum 2020
Shaping Success *Together*

BC PATIENT SAFETY
& QUALITY COUNCIL

Quality Forum 2020: This year's Quality Forum will take place on February 25- 27 at the Hyatt Regency Vancouver. You can register for the conference here. https://qualityforum.ca/registration/?utm_source=Cyberimpact&utm_medium=email&utm_campaign=Quality-Forum-2020-

[Registration-is-Filling-Up-Quickly](#)

Important Dates

December 25, 2019

Merry Christmas!

January 06, 2020

Megamorphosis launches at Stanley Park at Holy Family!

All residents, family and staff welcome!