



## Home for Us Weekly Update - December 27, 2019

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



#### Many Meaningful Moments for Student

Sanaz Salahi was a VCC Rehab Assistant student at St. Vincent's Langara in November and December. She put in 110% in all her interactions to build meaningful relationships and ensure that the residents attending her groups were interested and fully engaged. Before she left, Sanaz recounted a few moments that stood out for her:

- Evoking an enthusiastic story from a resident who had met Mother Teresa
- Being invited to a residents room to hear about her life story and see a valued picture album
- Listening to a resident sharing her grief about a friend who suddenly died after a recent visit

Sanaz shared that she had learned about the power of a real smile, dance, music

and expressing feelings with someone who cares.

## Kudos & Compliments

Highlights from the week

### **London Drugs Customers Support Residents of MSJ and Langara!**

Global TV was on hand at Langara and MSJ to film residents receiving gifts from the customers of London Drugs. Thanks to the staff and leaders at both homes for the groundwork required to support this new tradition. Go here to view the clip:

<http://youtu.be/eBaAA4q1sVM>

### **Langara Gardens Revitalized by Volunteer Gardeners**

In case you missed it, check out this article in PHC's Daily Scan about the work done by volunteers to revitalize the garden at Langara.

<http://thedailyscan.providencehealthcare.org/2019/12/langara-garden-volunteers/>

**Artwork at Youville:** It has been wonderful seeing the murals developing on the Main Floor at Youville. Adult Day Program (ADP) participants, families, and staff have been thanking Ann Thorsteinsson the artist for creating a positive, bright, interactive and joyful space. One of Ann's strengths is to interact with folks as they pass by and adding their ideas to the murals, like Viola's wish for blueberries.



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.

## Design Thinking

Exploration Ideation Testing

**New Year's Resolutions and Design Thinking** *Home for Us* and *Megamorphosis* have evolved from applying a *design thinking* approach to improvement. There is evidence we can apply design thinking to our own lives too. At this time of year, many of us are tempted to make a New Year's Resolution and, statistically, most of us will fail. Maybe this year try looking at self-improvement from a different angle.

Rather than starting with an answer (e.g. exercise more), design thinking has you start from a different perspective and work through the following phases:

### 1. **Gather Insights**

- Take some time to reflect on what you want to achieve, write it down, or doodle some pictures
- Ask yourself “why” and keep asking until you have reached the most important answer
  - E.g. I want to exercise (why?) so I can be healthier (why?) so I can have more energy to do things with my kids (why?) so I can be less stressed

### 2. **Ideate**

- Have fun brainstorming all the ways you can think of how to achieve what you want
- This gives you a chance to be more creative than past “solutions” that may not have worked for you
- E.g. join a gym, walk to work, dance, climb stairs in my building, start jogging, buy a bike for weekend outings

### 3. **Prototype**

- Choose one idea and get specific about what, when, where, with who and how
- E.g. I will dance in my pajamas for 15 minutes to my Motown playlist before I have my shower each morning and before I go to bed

### 4. **Test**

- Do it, see how it works and adjust until you whether your “prototype” can really work for you...and keep going until it becomes a habit

And even if you don't change a habit in the New Year...at least you have some insight into *Home for Us* and *Megamorphosis*.

### Important Dates

**January 01, 2020**

**HAPPY NEW YEAR!!**

**January 06, 2020**

Megamorphosis  
launches at Stanley  
Park at Holy Family!