



Home for Us Weekly Update - October 04, 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



Penny's 95th Birthday Celebration with Friends (aka Sergeant Porter Airforce Veteran of World War II)

To celebrate Penny's 95th birthday, six of her best friends joined her for lunch at Seasons Restaurant, in Queen Elizabeth Park. Penny asked to be seated near her friend, Velia whom she had not seen for a while. Also joining the group was a visitor named Ann who, like Penny, was originally from England. Ann was able to talk to Penny about their favourite places in England which they'd both enjoyed. After lunch, everyone enjoyed a delicious Mango Birthday Cake.

On the following day, Ivan and Maureen took Penny to the Bloedel Conservatory for an interesting tour, viewing the brightly coloured birds, fish and plants of the tropics. Penny enjoyed naming familiar plants, which proved what a great memory she has. After the tour, they enjoyed the lovely view of the city of Vancouver from the highest point in the Park. From there, she named some of the Vancouver buildings and the mountains which she saw in the distance. While viewing the city, she engaged in a conversation with a couple of tourists to whom she related her story of what she proudly did in England during World War II working in Special Duties in the Flight Control Tower. They were interested and appreciative to meet Penny and to hear her story.

Please click on the following link to read the tribute to Penny's life, particularly her dedicated service in the air force: <https://bit.ly/2ngc0Da>

Cecilia Moore, HFH Spiritual Health Practitioner will be taking Penny and Colleen, another air force veteran to St. Francis Xavier School where they will be giving their testimony and participating in their Remembrance Day Service on November 08th.

Special thanks to Elaine Jullai, Maureen Olofson and Ivan Holmes for sharing this beautiful story.



Kudos & Compliments

Highlights from the week

Kim Smith and Courtney Symes

Changes are afoot for both Kim and Courtney. Courtney has been invaluable to LTC in supporting the training and implementation of P.I.E.C.E.S. in our homes on a half time basis, as well as supporting Megamorphosis and the Geriatric Services and Leadership annual conferences. Her role will now be full time at MSJ 4E as Clinical Nurse Educator.

Kim's role as Clinical Specialist has just transitioned to be full time with Seniors Care and coincidentally, she will be leaving PHC to go to her next adventure as the Clinical Quality Improvement lead at Fair Haven Homes in Vancouver and Burnaby.

Many thanks to you both for your dedication to excellent person centred care for the people we serve as well as support of families and staff. You will both be missed in our homes!



Addictions & Mental Health: Caring for Ourselves & Others

The Catholic Health Association of BC held their 79th Annual Conference on September 19th.

The esteemed Dr. Marcus Greatheart gave an engaging presentation titled "The Impact of the Current Opioid Crisis on Elders in B.C.: Issues in Long Term Care". This lecture scoped the increase in opioid use and effective treatments by care providers for substance use disorders. Dr. Greatheart discussed the unique challenges by LTC residents with OUD, and a pilot project to serve BC's senior population and those with substance use disorders.

We also had a highly anticipated presentation from Scott Harrison about PHC's dealings of an overdose epidemic, the Urban Health program, and safeCARE Program: a program for staff working with complex substance use disorders. The presentation provides attendees with examples of interventions and how Catholic Health Care continues to be at the forefront of complex health care delivery.

Welcome Jane Murphy, President and CEO of Providence Residential & Community Care Services Society (PRCC). Link in below to read the article from the Daily Scan: <http://thedailyscan.providencehealthcare.org/2019/10/residential/>

Social Welfare Promotion & National Examination Centre Group – Sept 26, 2019

We are honoured to have the Social Welfare Promotion & National Examination Centre Group from Japan come to Youville Residence for a lecture presentation on Seniors Care as part of their study tour. Their goal was to learn about the current senior care system, the challenges in the industry, and to visit different care homes.

It Takes a Village.....

Key Messages

Home for Us Working Group October 04, 2019 Meeting

1. Implementation of our Clinical Systems Transformation continues to be a major focus for nurses, allied staff and physicians, particularly at Holy Family and Mt St Joseph's. There are several streams of activities going on at once:
 1. Learning Cerner which is the name of our new electronic health record, e.g. E-modules, Classrooms, Skill Sharpeners and PIT (Patients in Transition sessions)
 2. Cutover which refers to the preparation leading up to and the actual transfer of resident information
 3. Shifting to Blue or Green Workstations
 4. Practice changes in particular related to documenting medication delivery, and levels of intervention

MOST IMPORTANTLY:

- Ask if you have questions
 - Take care of yourself during this extra busy and stressful time
1. Come Alive is an innovative initiative by VCH that will include all 56 long term care homes in our region (including PHC) that launches October 10. Stay tuned for more information as it comes to your home. Youville has been piloting and are finding successes in supporting people who are prescribed antipsychotic medication without a diagnosis of psychosis in different ways.

Important Dates

October 8, 2019 12:30-2:30 pm

Home for Us
Navigation Group

Youville, 6th Floor

October 16, 2019 12:00-1:00 pm

Youville's 50th Anniversary
Lunch- All Youville residents
and staff are welcome!

Youville Residence

November 16, 2019

CST Go Live for SPH, MSJ
& HFH