

Residential Care for Me Weekly Update - February 1, 2019

Residential Care for Me started as an innovation and improvement project to understand the residential 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

Our pharmacist at Brock Fahrni, Barbara asked the doctor to discontinue a resident's antipsychotic medication as it appeared she might not need this on a regular basis. Dr. Wong consulted with nursing staff to make sure they were comfortable with the change. She asked staff, "Without this antipsychotic medication, what will you do if this resident has responsive behaviours when you're providing care?" Our staff told Dr. Wong, "We know this resident very well. If she has responsive behaviours when we're providing care, we'll stop right away, ask how she's doing and come back later when Mrs. A is ready for her care."

When Barbara shared this story with us, we almost jumped out of chairs and gave her a big hug. However, we know it's our nursing staff who deserve a great big hug. From Residential Care for Me, Megamorphosis, to GPA education...we have been planting lots of "person-centered care" seeds. Now, we can see more and more flowers blooming. Kudos to our team.

~ Karima Kurji and Joseph Sun

Kudos & Compliments

Highlights from the week



Holy Family Megamorphosis and Household Innovation: HFH staff continued with the second of four Relationship Centred Care sessions this week, while we continued to have important discussions during the pre-work activities. On Monday, staff had the chance to talk more about the mealtime experience in the households. We learned that of all the meals, breakfast is the one that staff feel most distress around. Although we didn't solve the problem that day, many ideas were shared and these will be brought forward to the food services staff to see which we can test during Megamorphosis. The week ended with a discussion around the language we use and how we can create a more homelike environment just by being aware of the words that we use every day. A commitment was made by staff at the activity to role model positive language (such as "assisting people to eat" rather than "feeding") and to encourage fellow colleagues to do the same.

It Takes a Village...

Your help is needed!

Come one, come all! Anyone who is interested in volunteering for Megamorphosis at HFH, please email shardern@providencehealth.bc.ca. We look forward to having lots of volunteers every day from March 4th to March 15th. Sign up for any time during the day, and for however long that works for you.

Working Group Members! Please share the information from the weekly update with your teams (at your home, within your discipline, etc.). Previous weekly updates can be found here: <http://www.providencehealthcare.org/health-services/seniors-services/residential-care-me/weekly-residential-care-me-update>

Inspiration

Stories to Learn From

A mother and son's photographic journey through dementia: A poignant reminder of how we can connect with people every day <https://bit.ly/2RzYT8Y>

Some words of inspiration as we continue to push boundaries with our work:

It Couldn't Be Done

BY EDGAR ALBERT GUEST

Somebody said that it couldn't be done
But he with a chuckle replied
That "maybe it couldn't," but he would be one
Who wouldn't say so till he'd tried.
So he buckled right in with the trace of a grin
On his face. If he worried he hid it.
He started to sing as he tackled the thing
That couldn't be done, and he did it!

Somebody scoffed: "Oh, you'll never do that;
At least no one ever has done it;"
But he took off his coat and he took off his hat
And the first thing we knew he'd begun it.
With a lift of his chin and a bit of a grin,
Without any doubting or quiddit,
He started to sing as he tackled the thing
That couldn't be done, and he did it.

There are thousands to tell you it cannot be done,
There are thousands to prophesy failure,
There are thousands to point out to you one by one,
The dangers that wait to assail you.
But just buckle in with a bit of a grin,
Just take off your coat and go to it;
Just start in to sing as you tackle the thing
That "cannot be done," and you'll do it.

Important Dates

Feb. 4, 2019: 1400-1500

Holy Family

Feb. 7, 2019: 1400-1500

MSJ Micromorphosis

Feb. 8, 2019: 0800-1000

Residential Care for Me

Megamorphosis Pre-Work:
Stuff of Life - *All residents,
family and staff welcome!*

*Holy Family North Dining
Room*

Meeting - *All residents,
family and staff welcome!*

MSJ Main Dining Room

Working Group

Youville, 6th Floor