



## Residential Care for Me Weekly Update - November 2, 2018

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

*A reflection on Megamorphosis, by Cedric Soriano, CNL:*

*Change can be uncomfortable at the best of times; however, as I often boast to staff at other residential homes, Mount St. Joseph's amazing staff works as one cohesive unit, with each individual wearing whatever hat is necessary or required to get the job done. Therefore, it's no surprise that Megamorphosis is going smoothly here at MSJ. Although Megamorphosis is currently only in one neighbourhood, at 7 o'clock huddles, staff from all the neighbourhoods are included and are participating in discussing concerns about residents. The RCAs lead the care alert boards at huddles. They employ a 3 colour system, with each colour indicating a resident's current status. Like traffic lights, green means proceed as normal - resident is stable; yellow: proceed with caution by monitoring the resident; and red alerts us to stop, assess, and assign actions before the end of shift. It is a pleasure to see the RCA's pride in stepping up to the plate as they settle into their new roles. It is both an honour and a privilege to be part of this change and to see MSJ's amazing staff work as one cohesive unit. Hats off to the entire staff. Thank you MSJ staff and residents for making me part of the family.*

### Kudos & Compliments

Highlights from the week

**Megamorphosis at MSJ:** True to Cedric's reflection above, Megamorphosis at MSJ has been nothing short of amazing this week. The nursing station was one of the first things to undergo a transformation. With a bit of paint, some wallpaper and a bamboo structure created by our very own Physician Director, Ken Tekano, the once institutional centre piece of the home has turned into a tea house. New, colourful name plates, painted by residents and including fun, new photos of the residents, adorn the hallway of Plum Neighbourhood to tell us who lives where. Many new activities and items were brought to the home to see what would engage the residents. Robotic cats and flowers are currently the most popular items. Bright vibrant colours are being introduced to the home through the painting of closet and office doors. Staff got in on the action and first-time painters are now hooked! Many other tests, such as decluttering of the hallway and beautiful scene curtains between beds in resident rooms are also underway. Week two promises even more tests and more energy!



**Residential Care for Me Working Group put to work:** With this month's working group meeting coinciding with Megamorphosis at MSJ, we had the opportunity to give the leaders from across our homes a taste of Megamorphosis. So instead of sitting in a room talking about Megamorphosis and culture change, everyone was told to come in comfortable shoes and old clothes, ready to work! MSJ was abuzz with energy all morning as the working group members set about their various jobs. Some could be found building IKEA furniture while others were found painting but everyone had the same goal: engage with residents no matter what you are doing.



**Fall-unteer Recognition:** Congratulations to the Fall-unteer program at Holy Family Residential for being runner-ups in the Staying Healthy Category of the Quality Awards 2019. You can read more about it here: <https://bit.ly/2Or71qX>

## Inspiration

Stories to Learn From

**Working together makes profoundly valuable improvements to dementia care:** <https://bit.ly/2DixUeG>

## It Takes a Village...

Your help is needed!

**Let's get the word out!** Please print and post the PDF version of this document for residents, staff and family who may not have access to this email. Anyone who wants to receive an email version can sign up with Sonia at [shardern@providencehealth.bc.ca](mailto:shardern@providencehealth.bc.ca).

## Important Dates

**Nov. 5-Nov. 9, 2018**

MSJ Megamorphosis! (2 week intense) - *Daily gatherings from 1400-1500*  
*MSJ Residential*

**Nov. 8, 2018: 1400-1500**

Holy Family Household Innovation Project Meeting  
*HFH North Wing Dining Room*

**Nov. 13, 2018: 1230-1430**

Residential Care for Me Navigation Group Meeting  
*Youville Residence, 6th Floor*