

## Residential Care for Me Weekly Update - May 3, 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



#### Library Services at Brock Fahrni Pavilion

At one of our town hall meetings, residents shared that they wanted access to Vancouver Public Library services. In February, 2019 BF implemented library outreach services for the first time in our home. It was exciting to see residents scout for books, and watch the joy on their faces as they turned the pages. One resident whose memory has been waning stated "I could not believe that my home town is in a book." Memories flowed for her as she identified with the places in the Saskatchewan Pictogram. We look forward to building emotional connections and allowing individuals to direct each moment through library services.

~ Jackie Omondi, Brock Fahrni Social Worker

### Kudos & Compliments

Highlights from the week

**Working Group Key Messages:** Here are the key messages from this month's Working Group meeting which took place on Friday.

- **Changing Our Language:** As part of the province, and PHC's journey towards reconciliation, the Ministry of Health is changing the language of Residential Care. The term that will be used by the Ministry will be "Long Term Care." The Working group brainstormed alternatives for "Residential Care for Me" - the name that the group has been using for the last 6 years to describe our journey towards a social model of care. After much discussion and a vote, and the following 4 names have been shortlisted. The group was asked to take these options back to their teams, residents and families to see what resonates with people. A final decision will be made at the next Working Group meeting, after which, you will see a change to the title of this newsletter! The 4 options are (in every option, *L.I.F.E.* stands for

*Live, Inspire, Freedom, Engage):*

- **L.I.F.E. for Us**
- **Community L.I.F.E. Care**
- **Community L.I.F.E. for Us**
- **Home L.I.F.E. for Us**
- **Clinical Systems Transformation (CST):** With CST scheduled to go live at MSH and HFH in November, our teams are working hard in preparation for some of the process changes that are required in the new system. Nursing and pharmacy staff have been working hard to prepare for standardized medication times, set to go live on May 15th. Kudos to all of those involved in making these complex changes run smoothly. Other items still in discussion are the inclusion of nursing documentation into the scope as well as how closed loop blood and specimen collection can be done in our homes without having residents wear wristbands 24/7.
- **Bed Turnaround Time Quality Improvement:** A data collection sheet has been circulated to Clinical Nurse Leaders to collect information on cases where the bed turnaround time target of 4 days is not met. This information will be used to help understand opportunities for improvement either internally or externally. CNLs are asked to continue to collect this data and send it to Robena on a weekly basis.
- **Inspiring Each Other:** During the reflection, Working Group members who attended the Dementia Care Matters Butterfly Home Workshop shared their experience from the first session. Many emphasized the need to acknowledge what we already do (big or small) while recognizing that we still have a ways to go in achieving a culture where emotional connections matter most. During the roundtable, MSJ shared a story about a new spa initiative that did not run exactly as planned. A rich discussion followed about how quickly and instinctively we can take a social initiative and institutionalize it. Thank you to MSJ for sharing this example and to the group for engaging in a discussion around how we learn from each of these stories, keep trying and move forward. It is this willingness to try and learn that has allowed us to come so far!

## It Takes a Village...

Your help is needed!

**Have an Idea that Needs Funding?** The St. Paul's Foundation is now accepting applications for Enhanced Patient Care (EPC) Fund grants!. This fund provides small grants (up to a maximum of \$5,000 including taxes and shipping. Requests over \$5K will not be considered) for initiatives, programs, items and equipment that will **directly enhance patient and resident care** at sites operated by Providence Health Care. Ask your leader for the application form. Deadline is **5:00 p.m. on Friday, May 31, 2019**

**Calling All Artists!** We have an opportunity to design our own hand sanitizer dispenser covers! This will be a contest to create a more home-like, less institutional cover. Designs will be accepted from all homes and from anyone - residents, staff or families. The winning design will be voted on by residents, staff and families. You can email [shardern@providencehealth.bc.ca](mailto:shardern@providencehealth.bc.ca) for the template or to submit your artwork.

**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: <https://bit.ly/2HctSXQ>

## Inspiration

Stories to Learn From

**Our Dementia Choir:** A BBC documentary where actor Vicky McClure looks at music's

potential power to fight dementia: <https://bbc.in/2DQdOaW>

**Revolutionizing Dementia Care:** A documentary that reveals how people living with dementia can still live a full and meaningful life based on their abilities, not their disabilities. <https://bit.ly/2VJnFK1>

### Important Dates

**May 6-10, 2019**

World Hand Hygiene Day  
Events across all homes

**May 7, 2019: 1400-1500**

HFH Megamorphosis  
sustainment meeting - *All  
HFH residents, family and  
staff welcome!*

*HFH North Wing*

**May 14, 2019: 0800-1000**

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