



Residential Care for Me Weekly Update – October 5, 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



The Compassion Garden is one of the Megamorphosis activities that really took off here at MSJ! Staff really enjoyed reflecting on what qualities they would like to grow and it became a great opportunity for conversation and some laughs. The stickers were very popular and staff took the job of giving stickers to their colleagues very seriously as they were "growing". It was so nice for me to have staff tell me their stories as they were picking the "I'm growing..." cards out of the box. I also loved when staff asked me about what I was wanting to work on...

Andrea is one of our amazing Rehab Assistants. She occasionally picks up extra shifts out at UBC hospital. She proudly wore her "I'm growing..." card all week at work. Her card was covered in colourful stickers and when she went to UBC last Saturday to work staff were very curious. She took the opportunity to share all the great work being done in our homes and spoke about Megamorphosis. She tells me that she had many questions throughout the day and at the end, before she went home, one of her UBC colleagues found a sticker and placed it on her card.

Thank you Andrea for sharing this great story with me and for spreading the word!!

~Carrie Willekes – MSJ Residence

Kudos & Compliments

Highlights from the week

Megamorphosis at MSJ: On Monday, staff, residents and families talked about the "Yes, I can help you!" philosophy and discussed the language that we use. Together, they brainstormed a list of words that we want to move away from using (such as "bibs"), as well as words that can replace them (such as "shirt protectors"). It was enlightening to hear residents talking about how there are many other words/phrases that mean "no" than just the word "no" itself (such as "wait", "later", "I'm not looking after you"). In order to remind each other to think about the language we use, staff suggested making buttons with the phrase "mindful words" on it that residents can point at to remind staff to think about their language. On Thursday and Friday, we spent time getting to know each other better. Some residents, families and staff shared their life stories and everyone shared what brings them peace, comfort and happiness. This information was written on flowers that will be posted on the wall to share with everyone.



Langara Town Hall: Jo-Ann presented some of the highlights of the Megamorphosis culture change work that has started at PHC – at Youville, BF and now at MSJ. The focus was on valuing emotional connection and increasing the type and way people are engaged in the world around them – regardless of age, physical, cognitive and emotional abilities. The Atrium was filled with over 60 residents, staff, families and volunteers who came to listen to the ideas from other homes and start to think about how Langara will rise to the challenge of making the shift from the traditional institution to a more social model in our care home.

Influencing the Future: This week, 11 students from UBC's Master of Health Leadership program visited Youville Residence and Adult Day Program. They are learning about the impact of the social and physical environment on the health of seniors. During their visit we heard from Mary Bragg from the Adult Day program about the ways that the team supports people to remain in their homes. Use of outdoor space to connect with nature, the movie theatre and a show case of our brightly painted Main Street were highlights of the visit. We then visited Marguerite Place and Heather Place and watched Care Report, as well as touring the neighbourhoods and seeing our Tree of Life. The group was excited by residents' personalized doors and had a chance to hear directly from a resident about how he created his door it with help from his caregiver. At the end the students commented about how they were struck by the warmth of our caregivers and obvious connection to our residents. On all occasions caregivers spoke about the people who live on Heather and Marguerite Place and what mattered to each person. A key theme we heard repeated was, "We go with the flow", in reference to taking their lead from the people we care for. I was so proud to be able to share the vibrancy and strength of Youville Home and Adult Day Program with this group of emerging health care leaders. I know that each one will take something from this visit to their own work.

Inspiration

Stories to Learn From

Virtual Reality Program introduced at Halifax senior's home as part of pain management: <https://bit.ly/2QxrU5g>

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.

Important Dates

Oct. 9, 2018: 1230-1430

Residential Care for Me
Navigation Group Meeting
Youville 6th Floor

Oct. 11, 2018: 1400-1500

Holy Family Household
Innovation Meeting &
Neighbourhood
Meetings: *all HFH residents,
family and staff welcome!*
HFH North Wing Dining
Room

Oct. 12, 2018: 1345-14450

MSJ Megamorphosis Pre-
work Activity: Staff
Superpowers
MSJ Main Dining Room