



Home for Us Weekly Update - June 07, 2019

Home for Us 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 resident “L” has resided in our home for many years and has been a integral person on the Birch unit. He has been very helpful by assisting with porter duties, and bringing meal trays to other residents whom he has developed friendship with. He has also provided companionship to many of the residents, which has been very therapeutic to those that do not have regular visitors. On top of that, he has also formed positive relationships with the staff, and is an absolute joy to engage with.

Lately, “L” health has been declining causing anxiety for the resident, and also worrisome for the staff who have grown quite fond of him. The staff felt compelled to celebrate the wonderful things L does for the unit. They wanted to acknowledge L’s contributions, and hopefully alleviate some of the anxiety he was feeling related to his declining health by letting him know that he was not alone and our community was there to support him.

Dr. Marcus Greatheart came up with the idea to present L with the first ever Langara Courage Award. Initially we had an idea of a grand award ceremony; however, we wisely checked in with L first to see if he would appreciate the attention. While L was very flattered to be receiving such a reward, he wished to tone down the planned extravagant celebration for a more simple acknowledgement. With our resident centred mindset, we opted to cancel the Red Carpet and lion tamer acrobats.

Our receptionist Sarah put together a gorgeous card, filled with pictures of L and congratulations from all the staff, as well as letters from the royal family (that part is actually true, he’s a big deal).

L graciously accepted his award with his usual humility, and we are all very grateful to have him be a part of the Langara family!

~Brian Hufsmith, Clinical Nurse Leader, Birch Care Unit

Kudos & Compliments

Highlights from the week

Talks + Tables: The Vancouver Courier, Providence Health Care and St Paul's Hospital Foundation partnered once again to produce the annual Lifetime Seniors Talks + Tables event. The event drew in a crowd of over 300 from the public who listened to a series of talks and were able to view exhibitor tables and displays focused on aging resources.



In the Media: Rae Johnson (site leader at Holy Family Residence) was part of an episode of "White Coat, Black Art", a CBC podcast hosted by Brian Goldman last week. Part one of the series detailed the personal story of an overdose survivor. The second part of the radio series aired this week and featured Dr Dorscheid and Rae and can be listened to here: <https://bit.ly/2MoM1p0>

Key Messages from June Working Group Meeting:

- **CST:** Design sessions have started - thanks to staff who have been attending. Initial impressions are that the interface is fairly user-friendly and intuitive. Some limitations have been noted so work will need to be done to determine which of our current workflows will need to change in order to best maximize use of the software.
- **Weekend Distribution List:** There is an email distribution list that informs those that need to know which therapist is available to assess an admission if planned for a Saturday. This list is called the "PHC Residential Weekend Team". **Managers** - please have a look at this list and update accordingly. Changes can be sent to Kate Barker.
- **Language Change:** After last month's meeting, members of the working group took the discussion about changing the "Residential Care for Me" name to their teams and residents. Based on the feedback and suggestions given by residents and staff, a decision was made to rename this work "**Home for Us**". You'll have noticed this change at the top of this newsletter and in communication going forward. Thank you all for your input!
- **Bed Turnaround Time Quality Improvement:** Bruce Kung, who will be leading this quality improvement work, initiated a fruitful discussion about past efforts to improve turnaround time. The CNLs reminded the group of a pilot project using centralized intake as well as some detailed process mapping work led by VCH many years ago. **Jo-Ann** will inquire to see if anyone at VCH still has this documentation.
- **Quality of Life Survey:** As part of our involvement with the Seniors Quality Leap Initiative, we will be conducting 50 quality of life surveys at Langara this summer. Going forward, the program will be working with Volunteer Services to find a way to do QoL surveys for all residents on a rolling basis as one way to measure the impact of all of the great work that is happening at all of our homes, and identify additional opportunities for improvement.
- **3M Award - Local Celebration:** As part of the prize that comes along with the 3M Health Care Quality Award, there are some funds to hold a local celebration for the residents, staff and family who have all been integral to the success of Megamorphosis. More to come as we figure out what this celebration will look like. Hint: we're hoping it involves ice cream!
- **Fall Mat guideline:** Here is a link to the new fall mat guideline (Fall mat: how to choose which, if any, to use) on the intranet (can only be opened on a PHC computer): <http://phc-connect/programs/physiotherapy/clinical-resources/Geriatics/Pages/default.aspx>

Congratulations and best wishes to Sonia Hardern who will start her maternity leave on June 07. See you in 18 months!



Here are some fun tips from the June 7th Working Group Meeting:

- You can't buy enough cute clothes for baby girl (especially when she has no say)
- Keep going on dates!
- Get all you sleep when you can....in the car, at the parking lot in the grocery store, on the sofa while breastfeeding (while keeping baby safe of course)

It Takes a Village...

Your help is needed!

Do you need funding for your innovative idea in aging + brain health? The Centre for Aging + Brain Health Innovation (CABHI) has officially launched the 2019 Spark Program. CABHI is inviting point-of-care staff to accelerate their ideas into innovations that can improve the lives of older adults, persons with dementia and their care partners. The Spark program provides **up to \$50,000 (CAD)** in project funding over 12 months that can be used to develop and refine early stage solutions or to adapt and test a commercially available solution in a seniors' care environment. Two projects in our program have previously benefited from this grant: the prototyping of *IlluminAid* (in partnership with the Emily Carr Health Design Lab) and the *Cover and Comfort Wrap*. To learn more about this opportunity, you can visit: <https://www.cabhi.com/2019-spark-program-call/> The deadline is July 5, 2019.

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

Inspiring Videos: Thank you to Cecilia Moore (Spiritual Health Practitioner at HFH) for bringing the following videos to our attention:

- Wellness Nordic: The Rocking Chair <https://bit.ly/2wJ9aYB>
- Snoezelen Therapy: <https://bit.ly/2mGT0cl>

Important Dates

June 8, 2019: 0900-0100

Langara Yard Sale -
Everyone welcome!
Parking Lot (weather permitted- if not in the Atrium)

June 14, 2019: 0130-0300

Philippine Independence Celebration - *All HFH residents, family and staff welcome!*
HFH Main Dining Room

June 17, 2019 0130-0300

HFH Summer Fair - *All HFH residents, family and staff welcome!*
HFH Main Dining Room