



Residential Care for Me Update – January 12, 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 and move us closer towards the vision of **L.I.F.E.** 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 a place, it is a feeling*.



<http://www.providencehealthcare.org/residentialcareforme>

#ResCare4Me

Meaningful Moments

Inspired by the stories from Megamorphosis, each week we will highlight a meaningful interaction that brings us one step closer to the vision.

Over the holidays, I was fortunate to witness the power of our community. I received a call on the Saturday before Christmas that both of the elevators at Brock Fahrni had stopped working. By dinner time, both elevators were still out of service. When I arrived at Brock Fahrni what I saw and heard as I entered the stairwell was a picture of true community and connection. Care staff, food services staff and family members had banded together to create a human chain to transport the dinners up from the basement floor to the residents living on our third and fourth floors. Not only were they transporting the food, they were also singing Christmas carols. The spirit of the season shone through as did how very important and meaningful these spontaneous moments of cohesion and joy are in our homes. How might we continue to create more of these moments?

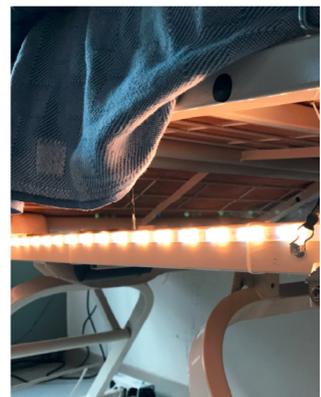
~Ursula

Kudos & Compliments

Accomplished this week

illuminAID: All testing has now been completed and the Emily Carr Health Design Lab is just putting the finishing touches on their process book and an installation guide for us. There is some money remaining from the SPARK grant, which will be put towards purchasing some motion-sensored underbed lighting equipment. Further discussions need to occur to determine where best to install the equipment and future work to help us build a business case for further spread.

Acknowledging Change: A number of changes to the Elder Care Program were announced by the organization this week, with certain services now reporting to other programs (notably Parkview tertiary mental health, MSJ 4E, elder care clinics, Geriatric Outreach Consult Team, Geriatric Psychiatry Outreach team and



rehab). Thank you to the leaders and teams of those areas affected, for having always tirelessly championed and advocated for those services and the people that we serve in those areas; and for your leadership in navigating the changes. Please know that we are thinking of you in this time of transition.

Inspiration

Stories from Others

30 Activities to do in 30 Seconds: Thanks to Sharon Miller, CNL at Youville, for sharing her story about hot chocolate time at Youville last week. Here is a link to her inspiration – a list of 30 Activities to do in 30 Seconds, one of many free resources from the Best Friends Approach Website:

<http://bestfriendsapproach.com/wp-content/uploads/2017/02/30-Activities.pdf>

Well-being: a strengths based approach to dementia: An interesting article that speaks to the need to understand the life story of the resident (Thanks Kim for sharing!) <http://bit.ly/1NFydjF>

Lessons learned in Implementing Butterfly Model in Canada: Some lessons learned from our Canadian friends at Dementia Care Matters on creating culture change that may be applicable to our own Megamorphosis: <http://bit.ly/2Fx8N6A>

It Takes a Village...

Your help is needed!

Collecting Meaningful Moments: Let's keep sharing our great work to help inspire each other!

ANYONE - please send me meaningful moments that you create or witness. Just send a quick email to shardern@providencehealth.bc.ca with your story. Don't worry about spelling or grammar - just capture the moment and why it was meaningful, I will take care of the rest.

Sharing our strengths: The working group talked about how we might use our results to improve.

ALL WORKING GROUP MEMBERS will talk to their teams and identify areas of strength for their sites based on their site's results. Please be prepared to report back on your conversations at the next meeting.

Let's get the word out! The working group agreed to offer this weekly update to families as well as all staff. Please print and post the PDF version of this document, or print them off as handouts. Anyone who wants to receive an email version can email Sonia at shardern@providencehealth.bc.ca.

Important Dates

January 26, 2018	<i>1000-1200 – Residential Care for Me <u>Working Group Meeting</u></i>	Youville 6 th Floor
February 13, 2018	<i>1230-1430 – Residential Care for Me <u>Navigation Group Meeting</u></i>	Youville 6 th Floor
February 23, 2018	<i>1000-1200 – Residential Care for Me <u>Working Group Meeting</u></i>	Youville 6 th Floor