

Residential Care for Me Weekly Update - February 15, 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

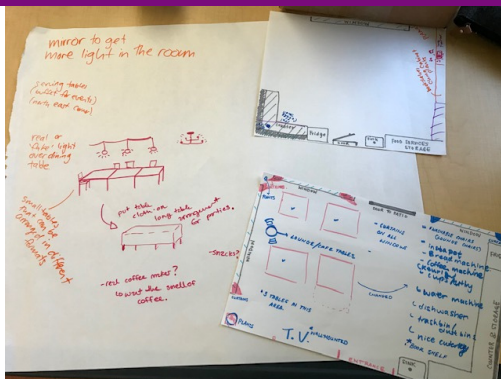
Inspired by the great work that is done every day at our homes, each week we highlight a meaningful interaction that brings us one step closer to the vision

After I took the Gentle Persuasive Approach (GPA) course, when I looked after a gentleman who was always responsive during care, I wondered what the meaning was behind his behavior. With my broken Spanish, I asked the gentleman what was happening to him. I understood he was having pain. Then I moved different parts of his arm while I asked him if it was hurting. What I discovered is that he was having pain in his right arm. If I lifted his arm by supporting his elbow for him to put on his shirt, he did not have pain. When I turned him by the shoulder, rather than pulling his arm, for him to grab the side rail, he did not have pain. Now when I care for him, he is not responsive. I also let the nurses know that he is having pain so he can receive appropriate medications. Before I took the GPA course, I did not stop and think about the meaning behind the behavior. Now when a resident is being responsive, I ask "what is the meaning behind the behavior?"

~ Rona Dequina Blancard, RCA, Brock Fahrni Residence

Kudos & Compliments

Highlights from the week



Holy Family Megamorphosis and Household Innovation: This week marked the fourth and final Relationship Centred Care session for staff. A huge thank you to Paul Whitehead and Linda MacNutt for their work with the staff, and kudos for the staff who attended. In addition, there were 2 pre-work activities in the households. On Monday, staff and residents thought about the 3 things that bring them peace, comfort and joy as they started to fill out their leaves on the community tree. The week ended with an activity around "Home is a Feeling". Staff, residents and families started to design their new dining rooms! Some of the ideas that came up were: having a snack bar, having tables set up like a family-style dining room, and having a coffee maker so that we can have the smell of coffee in the air. Two more weeks to go until Megamorphosis! There are so many ideas ready to test!

Lunar New Year Art at Langara: Thank you and kudos to the Rehab Team at Langara for the following story: *The year of the pig is very important in Asian culture as it signifies overall good fortune, luck, and prosperity. The residents of Langara enjoy many of the Arts and Crafts sessions we host, particularly last Saturday as they were shown how to create paper plate pigs in celebration of Lunar New Years. There were approximately 18 residents that brought their talents onto the craft table. During the making of the craft, residents showed off their creativity and expressed their personality in their craft. It was nice to see our residents so focused and engaged while painting. We also noticed that some residents were helping one another. We would like to highlight their creative work and share it with everyone else, as we have noticed residents, staff, family, and friends stop for a moment to appreciate it at our site. Our Arts and Crafts Session in Langara is happening every Tuesday, Wednesday, and Saturday.*



It's Not a Goodbye...but a see you (very) soon! Best of luck to Heather Mak as she embarks on her new role as the Professional Practice Director for Residential Care at Vancouver Coastal Health. We will miss her, but are very happy that she will still be a part of our Residential Care for Me Navigation Group and involved in Megamorphosis. VCH are very lucky to have you, Heather!

In the Media: Here is another article about Providence Health Care's plans around dementia villages in The BC Catholic: <https://bit.ly/2TRABJL>

It Takes a Village...

Your help is needed!

Recognizing Great Work: Nominate a deserving project for the BEST Patient Safety and Quality award! This award recognizes the efforts of individuals and teams working to improve the care delivered to patients and residents at PHC. Deadline for nominations is March 22nd.

Spirituality Conference Call for Abstracts: Abstracts are being accepted for the annual PHC Spirituality Conference. The theme this year is *Inspiring Person-centredness: A Call to Action*. You can find out more about the conference and abstract submission here: <http://spiritualityconference.providencehealthcare.org/call-abstracts>

Come one, come all! Anyone who is interested in volunteering for Megamorphosis at HFH, please email shardern@providencehealth.bc.ca. We look forward to having lots of volunteers every day from March 4th to March 15th. Sign up for any time during the day, and for however long that works for you.

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: <http://www.providencehealthcare.org/health-services/seniors-services/residential-care-me/weekly-residential-care-me-update>

Inspiration

Stories to Learn From

Conversations with Carmen - Culture Change Webinars: A monthly web talk show where you will hear from an expert in the culture change movement on a timely subject: <https://bit.ly/1fNi22q>

Balancing risky behaviour, independence is goal of innovative seniors care home: <https://bit.ly/2UEVR5k>

Webinar: Pain Assessment in the Senior Population: An education webinar hosted by the Seniors Quality Leap Initiative (of which we are a member)

- Register for Feb 26 at: <https://bit.ly/2TMydUq>
- Register for Feb 28 at: <https://bit.ly/2GtrEDl>

Language Matters: The words we choose to use has been found to either contribute to health and wellness (Dr. Rick Hanson) or psychological and physical decline, particularly amongst the people we care for-older adults (Alzheimer Society of Canada). To learn more:

- Alzheimer's Canada Person Centred Language Guidelines: <https://bit.ly/2DILVAU>
- Webinar on Person Centred Language: <https://bit.ly/2EfwNMT>

Important Dates

Feb. 20, 2019: 1400-1500

Holy Family
Megamorphosis Pre-Work:
Where Decisions are
Made - *All residents, family
and staff welcome!*

*Holy Family North Dining
Room*

Feb. 21, 2019: 1400-1500

Holy Family
Megamorphosis Pre-Work:
Handwashing and
Compassion with Clean
Hands - *All residents, family
and staff welcome!*

*Holy Family North Dining
Room*

Feb. 21, 2019: 1400-1500

MSJ Micromorphosis
Meeting- *All residents,
family and staff welcome!*
MSJ Main Dining Room