



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

#ResCare4Me

Residential Care for Me Update – June 15, 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 stories from Megamorphosis, each week we will highlight a meaningful interaction that brings us one step closer to the vision.

Today, I met a lovely gentleman as I walked past the Adult Day Program. I often see him sitting on his own and we smile and nod at each other, but today, I decided to say hi. When I asked him how he was doing, he responded, “lousy, how about you?” In an effort to keep the conversation going, I made a comment about the weather. What I thought was a banal comment was the start of a 20 minute conversation where he spiritedly told me about living in Greece: how he loved the heat and how he would swim every day and let the sun dry him off. He lamented that he often asks his daughter to take him to Greece but she would always tell him, “someday”. I felt pretty special when he said, “I know she is just saying that – maybe you and I will go instead!” At the end of our conversation, he asked me for a cup of coffee and by the time I left, he was smiling and thanking me for the conversation and coffee. That conversation was the highlight of my day – I can only hope that I was able to lift his spirits somewhat. At the very least, I am glad that I put him at ease enough that he felt comfortable asking for the cup of coffee that he wanted but may not have asked for if I hadn’t stopped to chat.

~Sonia Hardern, Performance Improvement Consultant

Kudos & Compliments

Accomplished this week

A reflection and a goose: A huge congratulations to Jo-Ann and resident Dennise who presented a reflection at the monthly Expanded Leadership Forum (monthly meeting of all Providence Health Care leaders). They spoke of language and how we speak about our seniors and shared this video to the group: https://www.youtube.com/watch?v=snl_rCAPpiY They must have made an impression, since they took home the Canada Goose award. Dennise single-handedly garnered 4 out of the 9 nominations and was recognized “for his courage to share his story in person” and “Because he challenged us to reconsider how we perceive residents and to take the time to get to know who they are as individuals”. The reflection also inspired our new CEO, who wrote about Megamorphosis and shared the video with the organization in her blog, stating that “it sums up everything that we are trying to achieve in looking after our fellow humans as individual, unique people.”

In the media: You may have seen some familiar faces in the May 31st edition of the Vancouver Courier. The same story that is in this edition of the Promise Magazine was also in the insert in the Courier. You

can read the story here again: <http://helpstpauls.com/articles/a-transformation-in-elder-care> ...Meanwhile, physician program director, Ken Tekano was interviewed by the Vancouver Sun this week and a photographer and reporter were out at Youville and Holy Family to take photos and talk to our residents. Look out for an article in next Wednesday's Vancouver Sun.



Holy Family Improvement Project: An update was given to the residents, families and staff at HFH's town hall this week regarding the status of the project. Unfortunately, due to challenges with the (old) building infrastructure, we will not be able to take down any walls to create more bathrooms. The project will continue to create two households of 12 people in each side of the North wing. The focus of the renovation will shift to create the feeling of home with new paint, art, furnishings and some reconfiguration of spaces. A separate project has also been started to turn the North parking lot and surrounding area in to a secure, useable, outdoor park to enhance freedom of movement for our residents.

Inspiration

Stories from Others

A poignant article that validates the work of Megamorphosis and acknowledges the need to create and sustain opportunities for social interaction and activities tailored to what people want: <https://bit.ly/2t0Zely>

The benefit of intergenerational programs: <https://bit.ly/2gYpRHi>

Greymatters – an interactive life storybook app: <https://www.greymatterstous.com/>

It Takes a Village...

Your help is needed!

An opportunity to shape technology and aging: AGE-WELL Inc., Canada's technology and aging network, will be hosting an in-person consultation on June 26th from 9-12 a.m. to get input to guide their new plan to better support healthy aging through the use of technology. If you're interested, you can sign up here: <https://www.eventbrite.com/e/creating-the-future-age-well-2020-2025-registration-46536138844>

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 email Sonia at shardern@providencehealth.bc.ca.

Important Dates

June 22, 2018	1000-1200 – Residential Care for Me <u>Working Group Meeting</u>	Youville 6 th Floor
July 10, 2018	1230-1430 – Residential Care for Me <u>Navigation Group Meeting</u>	Youville 6 th Floor