



Residential Care for Me Weekly Update - November 16, 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

As I walked into MSJ yesterday, I noticed two residents sitting at the mah jong table waiting to play. Both of these residents were limited in their verbal communication but it was clear that they wanted more people to join them so that they could get started. The tiles were already set - they just needed 2 more people. There weren't any other residents around who wanted to play so I sat down and suggested that we just play with 3 people. Neither of them said anything, but simultaneously, they turned and looked pointedly at Sonia, who was standing about 15 ft away talking to someone. Having played with her before, they both knew who their fourth player could be! When she sat down, the gentleman bobbed his head and smiled in a huge thank you! Though Sonia had never spent any extended time with either of these residents, she had made a connection in the short moments where she had engaged them in doing something that they enjoy. These are the connections that we strive to create every day.

~Heather Mak, Clinical Nurse Specialist

Kudos & Compliments

Highlights from the week



Megamorphosis at MSJ: The energy at MSJ was high this week as staff continued to build on the work of Megamorphosis. Seeds have been planted throughout the home and other neighbourhoods have started to make changes as well (including the vibrant chairs in Bamboo neighbourhood, pictured here). The team has decided to hold community gatherings (previously known as Micromorphosis meetings) every second Thursday to keep the ideas flowing!

Holy Family Household Innovation: Landscape architect firm Hapa Collaborative has been hired to design and create the park outside the North Wing of Holy Family. A first meeting was held with them this week to walk through the space and understand the philosophy behind the park - where access to the outdoors and freedom of movement are priorities. More to come as the design process starts to ramp up.

A Special Thank You... to Debra Morgan, one of Residential Care for Me's very first community partners. Debra has been a part of our team since July, 2014 and has played an instrumental role in helping create our vision to transform residential care. She has decided to step away from her role as community partner in order to spend more time with her family and granddaughter. We wish Debra all the best and hope to see her again soon!



members (left to right): Sue Johnson, ...
(Absent from photo - David Thompson, ...
 quiz, Harvey Bosma, Dr. Ken Tekano, ...
 stt, Chris Bernard.)



A Day to Remember: Some veterans from our PHC homes had the honour of attending the Remembrance Day ceremony at Victory Square last weekend. Colleen deSerres from Holy Family and Howard Costain from Brock Fahrni are featured in this article: <https://bit.ly/2TlpgBy>. At the ceremony, Colleen laid a rose in honour of the living veterans and the master of ceremonies recounted Colleen's story. Thank you to everyone involved in making this special day a reality, including Cecilia Moore, who played an integral part in what Colleen describes as the happiest day of her life.

A Shout Out... to our VCH colleagues for winning an award for leadership excellence in Gentle Persuasive Approaches (GPA) at the 2018 Advanced Gerontological Education Recognition Awards. Congratulations! <https://bit.ly/2PALDVF>

Inspiration

Stories to Learn From

Some research that supports our work to personalize our resident's doors: <https://bit.ly/2qPK0o5>

Children in care homes - It makes residents feel more human: <https://bit.ly/2z7UPpY>

Seniors can improve their health by taking art workshops, study shows: <https://bit.ly/2TfkFky>

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

Nov. 22, 2018: 1400-1500

Holy Family Town Hall - *All HFH residents, families and staff welcome*

HFH Main Dining Room

Nov. 22, 2018: 1400-1500

Strategic Planning Town Hall - *All Youville residents, families and staff welcome*

Youville, Ground Floor

Nov. 23-24, 2018

PHC's 15th Annual Leadership Program for Physicians and Leaders in Long Term Care

Pan Pacific Hotel