

Residential Care for Me Weekly Update - August 17, 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



On a beautiful sunny day late in July, a dozen Brock Farni residents, family members and staff boarded the bus to partake in the annual Artworks picnic. Guided by our trusty driver, Felix Saldahna, and Amber Murray and Zana Becker from Artworks, the group made its way through Vancouver to Rice Lake, stopping for a few buckets of chicken, and navigating through service roads to a prime spot at the edge of the water. Comprised mainly of veterans, the group befriended some youngsters and enjoyed a leisurely lunch before heading out on the dock to catch some rays and take in the view.

~Zana and Amber, Artworks

Kudos & Compliments

Accomplishments

From Micro-to-Mega-morphosis: Planning is well underway for Megamorphosis at MSJ and the team, who were already testing ideas through their "micromorphosis" are excited to get started. Planning meetings were held this week in preparation, including a session with the families. Megamorphosis pre-work will start on September 17th and the intense 2-week portion of Megamorphosis will be from October 29th to November 9th.

Making New Friends: This week, we hosted a tour with the leadership from Villa Cathay. They are a care home in Vancouver that serves a predominantly Asian population. As they embark on some changes of their own, they have found inspiration in Providence Health Care and Megamorphosis and we were more than happy to share our story with them. They were excited to see and learn about some of the changes and impressed with the personalized doors and emotional connections that they spoke to. Thanks

to Youville residents, staff and family for opening your home to these guests.

Resident Focus Group: As part of our work with the Seniors Quality Leap Initiative, a resident focus group was held this week at St. Vincent's Langara to learn more about residents' perceptions around social life. This is one of the topics that was identified as an area of improvement across the province in the Office of the Seniors Advocate quality of life surveys. Big thanks to our volunteer external moderators, Kilim Park and Truus Kotwal. Two more focus groups are currently scheduled at Holy Family.

Congratulations!...to Deborah Mitchell, who has officially been appointed Vice President, Seniors Care, Organizational Strategy and Partnerships. Deb has been in an "acting" role in this position since David Thompson left last year. She will also lead the co-ordination of support to the Board and Board Committees.



In Memory: As a follow-up to a wonderful story written last year about one of our residents, we are sad to announce that Dr. Rubin Feldman has passed away. Dr. Feldman, who was instrumental in creating the rehab program at Holy Family Hospital, moved into HFH as a resident last summer. Staff at HFH were invited to his funeral and his family has donated the memorial funds to help support HFH. You can read more about him here: <http://phcnews.ca/news/memory-dr-rubin-feldman>

Inspiration

Stories to Learn From

Victoria, B.C., teens and seniors with dementia joined forces in a choir: <https://tgam.ca/2wd91fh>

Contribute to dementia research by playing a game! <https://www.bbc.co.uk/news/health-45134809>

It Takes a Village...

Your help is needed!

Time to brag! There is lots of great work happening across our homes that we should share. Submit your abstracts to the BC Patient Safety and Quality Council's Quality Forum! Deadline for submissions is **September 7, 2018:** <https://qualityforum.ca/call-abstracts-now-open/>

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

Aug. 23, 2018: 1400-1500

Holy Family Innovation
Project Town Hall: **all HFH
residents, family and staff
welcome!**

HFH Main Dining Room

Aug. 24, 2018: 1000-1200

Residential Care for Me
Working Group

*Harvest B room, Mount
Saint Joseph Hospital*

Sep. 17 - Nov. 9

MEGAMORPHOSIS!

Mount Saint Joseph