

## Residential Care for Me Weekly Update - April 19, 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



*One night, after work, two pastoral care volunteers (Mike and Lino) and I took resident Colleen out for dinner at Nirvana's restaurant to celebrate her birthday. Colleen doesn't have any family in Vancouver (her daughter lives in Texas) so we wanted to do something special for her. Nirvana's, which serves Indian food, is her favourite restaurant. Colleen used to go to Nirvana's for dinner every Friday night for the past 25 years; that is, before she was admitted to Holy Family residential care. Colleen is so well-known at this restaurant that she is even featured in the restaurant's YouTube video advertising their cuisine. (You can see an ad for Nirvana's featuring a younger version of Colleen here: <https://www.youtube.com/watch?v=S96mn04tl28>). Additionally, Dave, the owner of the restaurant, comes by to visit Colleen at Holy Family on her birthday and brings her roses. In fact, Colleen did not have to pay for her dinner. It was on the house, including the glass of wine. As Colleen said beaming with joy "Well, I have been a loyal customer all these years. So it is nice to be treated on my birthday."*

~Cecilia Moore, Spiritual Health Practitioner, HFH

### Kudos & Compliments

Highlights from the week

**In the Media:** Following from last week's interview on CBC's Early Edition, there has been an article published online about their visit to Holy Family, featuring Rae Johnson and resident John Downie. You can read the article here: <https://bit.ly/2Ur2o33> For those who missed the radio interview last week, you can listen at this link: (It starts at 1:32:30): <https://bit.ly/2G9KgWe>



**3M Award Publicity:** As part of the publicity for the 3M Health Care Quality Team Award, Canadian Healthcare Technology wrote a great piece about the winners of the 3M Award. This publication is read by healthcare decision makers from both the medical and administrative side, from CEOs and finance chiefs to nursing directors and human resource managers. You can read the article here: <https://bit.ly/2GxM24Z>

## It Takes a Village...

Your help is needed!

**Have an Idea that Needs Funding?** The St. Paul's Foundation is now accepting applications for Enhanced Patient Care (EPC) Fund grants!. This fund provides small grants (up to a maximum of \$5,000 including taxes and shipping. Requests over \$5K will not be considered) for initiatives, programs, items and equipment that will **directly enhance patient and resident care** at sites operated by Providence Health Care. The application form is attached with this email. Deadline is **5:00 p.m. on Friday, May 31, 2019**

**Calling All Artists!** We have an opportunity to design our own hand sanitizer dispenser covers! This will be a contest to create a more home-like, less institutional cover. Designs will be accepted from all homes and from anyone - residents, staff or families. The winning design will be voted on by residents, staff and families. You can email [shardern@providencehealth.bc.ca](mailto:shardern@providencehealth.bc.ca) for the template or to submit your artwork.

**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

**French city has students living in elderly care homes:** <https://bit.ly/2lsbPhh>

**What do YOU think about dementia?** You can contribute to the world's largest survey on people's attitudes towards dementia, which will form the basis for the World Alzheimer Report 2019. Take the survey here: <https://bit.ly/2PjfnD3>

**BC Care Providers Association Conference:** The BC Care Providers Association annual conference is taking place from May 26-28th in Whistler. Our very own Jo-Ann Tait will be speaking on a panel about Supporting Quality of Life: Future Trends + Promising Approaches. You can find out more about this conference here: <https://bit.ly/2uCV6Pm>

## Important Dates

**Apr. 23, 2019: 1400-1500**

HFH Megamorphosis -  
Sustainment Meeting - *All  
HFH residents, family and  
staff welcome!*

*Holy Family North Wing*

**Apr. 25, 2019: 1400-1500**

HFH Town Hall - *All  
HFH residents, family and  
staff welcome!*

*HFH Main Dining Room*

**Apr. 26, 2019: 1400-1500**

Long Service Awards and  
Launch of Strategic Plan at  
Youville

*Youville Main Floor, Dining  
Room*