



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

#ResCare4Me

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

The best part about facilitating the P.I.E.C.E.S. 3 day curriculum is hearing how participants have applied their new knowledge to develop creative, successful care plans for people we serve. Between days 2 and 3 of the curriculum, participants go back to their homes or units, and use the P.I.E.C.E.S. three question framework to assess and care plan for an individual with complex behaviours. During the most recent P.I.E.C.E.S. session one group reported how P.I.E.C.E.S. helped with connecting with a lady who is quite new to her home. When frustrated or unable to communicate her needs, this lady would intentionally lay on the floor, at times resulting in bruises and injuries to herself. This group of new P.I.E.C.E.S. resource people was able to create a care plan that involved staff taking the time to walk with this resident frequently and engage in positive interactions with her. Since the implementation of the care plan the resident has not engaged in this behaviour. This is just one example I've seen of staffs' passion for finding creative solutions to support the people we serve in having good days and a good quality of life.

~ Courtney Symes, P.I.E.C.E.S. Educator

Kudos & Compliments

Accomplished this week

A fond farewell...to Frances Johnson, Professional Practice Lead for Clinical Nutrition Services who has been an integral part of our RCfM team. We wish her well in her retirement!

Megamorphosis 2.0: We had another amazing week preparing for our April Megamorphosis at Youville. The theme this week was collecting stories of the residents. Taking inspiration from residents telling their own stories during the Brock Fahrni Megamorphosis, we created a place and time in each neighbourhood for residents to respond to our request to “Tell us something you would like us to know about you”. Our goal was simply to create a sense of gathering together and getting to appreciate the people we serve. If the resident couldn't speak for themselves staff had reached out to family members for a story.



We were able to pair a resident and staff member together to ensure there was a personal connection made, and to remove any communication barriers the resident might have. We heard stories of coming to Canada, parents, careers, losses and heart break, forgiveness and joy. We were able to acknowledge the resilience of each person and often learn something we had not known. We started and ended each “tea party” with singing together and were rewarded with most residents and staff leaving humming, whistling or singing a song. The stories we have collected and the emotional connections made will help take us to residents directing each moment and creating the feeling of home.

In the media: Our famous corporate director has moved from being on screen to being in print. You can read her wonderfully written Op-Ed, that was published in the Vancouver Sun this week here: <http://vancouversun.com/opinion/op-ed/jo-ann-tait-innovation-of-dementia-villages-a-win-for-seniors-care>

It Takes a Village...

Your help is needed!

Dr. Allen Power – Culture Change Workshop: Managers – please send names of workshop attendees to Sonia based on the proposed attendee numbers for each home. Due to limited seating, we are trying to provide this opportunity to people who did not have a chance to attend the David Sheard workshop in November. If anyone is interested, please speak with the manager at your home to see if there are any spots left.

Megamorphosis Volunteers: Anyone wanting to experience Megamorphosis and would be willing to help out during Youville’s 2 week Megamorphosis April 9-20th can sign up with Sonia.

Collecting Meaningful Moments: Let’s keep sharing our great work to help inspire each other! **ANYONE**- please send me meaningful moments that you create or witness. Just send a quick email to shardern@providencehealth.bc.ca with your story.

Inspiration!

Emily Carr Health Design Showcase: The Health Design Lab at Emily Carr University is hosting a Health Design Showcase evening on Tuesday, April 17th, 2018. This evening will feature a series of short presentations from Emily Carr University students who have been working on health-related design projects. You can sign up for the free event here: <https://www.eventbrite.ca/e/health-design-showcase-tickets-43720577424>

Important Dates

March 19-23, 2018	<i>Megamorphosis Pre-Work @ Youville: Home is a Feeling – Decorating Our Homes</i>	Youville
March 23, 2018	<i>1230-1430 – Residential Care for Me Working Group Meeting</i>	Youville – 6 th Floor