

Residential Care for Me Weekly Update - July 20, 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 sit here writing this, my clothes smell like bacon and eggs, a smell that is the norm in my home on the weekends but one that is not often found in care homes. Thanks to the Breakfast Club at Holy Family, residents there not only get to smell, but also taste this once a month. Plates were cleared and residents had seconds and thirds of the delicious breakfast cooked and served by staff. As I walked around, residents would wave me over and ask if there was any sausage, or pancakes left, smiling widely when I placed the additional food in front of them. One resident, who asked for a second cup of coffee, told me that she never drinks this much coffee. We agreed that good food tends to have that effect. She wasn't the only one. I fielded numerous requests for more coffee and before the breakfast was over, the coffee urn had run dry. I think the smiles in the photo speak for themselves. Kudos to the HFH team for a wonderful initiative that brings such joy (and nutrition!) to the residents.



Kudos & Compliments

Accomplishments

Making Friends: Sonia and Robena hosted leaders from Fellburn Care Centre in Burnaby, who wanted to learn more about Megamorphosis and the culture change work happening at Providence Health Care. They were impressed and encouraged by our work. It's always nice to connect with like minds and others looking to make a difference in the residential care community.

Planning for a park: The Holy Family team had their first meeting with the architects who are coordinating the project for the park. Three options for landscape architects were presented. There will be an evaluation process, which will include a resident and family, once proposals have been submitted.



Window to the World: The mural at the HFH North entrance has now been completed. Feedback has been very positive and Ann (the artist) tells me that there is a lot of spontaneous paint work that connects to individual residents in this piece. Next week's H.I.P. meeting will focus on identifying other ideas for murals and other locations for the murals.

Grants Galore! Congratulations to all of our homes who have received funding from our Foundation for their various resident centred initiatives (enhanced patient care funds). At least 18 applications were submitted and received funding. The applications were for things ranging from the painting of doors for Megamorphosis, to a slushy machine for hydration.

Langara Students: The Langara nursing students who were helping us with emotional connections observations have now completed their work with us. Thank you for welcoming them into your home over the last few months. They ended their time with us by presenting to the residents, staff and families at yesterday's Community Gathering at Youville.

Inspiration

Stories to Learn From

Water wheelchairs make a splash: <https://bit.ly/2sNF43K>

In Alaska, hunters are bringing traditional foods - and a sense of comfort - to their elders: <https://bit.ly/2uGC1vg>

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

July 26, 2018: 1400-1500

Youville Community Gathering: **all Youville residents, family and staff welcome!**

Heather Place Dining Room, Youville

July 26, 2018: 1400-1500

Holy Family Innovation Project Working Group Meeting: **all HFH residents, family and staff welcome!**

HFH Main Dining Room

July 27, 2018: 1000-1200

Residential Care for Me Working Group Meeting
Youville, 6th Floor