



## Residential Care for Me Weekly Update - February 22, 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

*We are fortunate to have a specialized palliative care consult team in all our residential care homes within Providence Health Care. I am passionate about building capacity within our teams to continue to improve quality end-of-life care to the residents and their families. This in turn will have a positive impact on the care team if they partake in these experiences. Recently I helped support the team on the Cedar Unit with the end-of-life care for a resident. The family and team were aware death was near; however, when the change towards the end was fast approaching, the emotional reaction of both the family and team was strong. I was able to provide one on one coaching to the nurse who in turn was able to provide optimal care to the resident and family. The emotional impact was felt amongst all those who cared for the resident. What was most rewarding was how in the light of loss, community and emotional support was established. Not only was the team able to support the family in their time of need, but what I witnessed in the team was support of one another. I witnessed nursing supporting nursing, interdisciplinary team supporting the care staff and the appreciation from the grieving family for the team's support. When people often ask what makes a good death 'good', for me it is not only relief of suffering but allowing grief to occur and support to be provided in an open an honest way. It was inspiring to see the team not only work well together but provide the family with the compassion and safety to grieve in the resident's home. It highlighted the idea of what Residential Care for Me is aiming to achieve – emotional connections.*

~ Ashley Doty, Palliative Outreach and Consult Team, Residential Care

### Kudos & Compliments

Highlights from the week



**Holy Family Megamorphosis and Household Innovation:** With two weeks to go until Megamorphosis at HFH, the team continued talking about different topics during the pre-work sessions. On Wednesday, Jo-Ann and Kim led a conversation around starting to test the Care Alert Boards and RCAs leading shift report. This test will start Monday morning. On Thursday, the wonderful infection control practitioners, Ted and Leah, led a session on Compassion with Clean Hands. Staff, residents and family had a good discussion about how to make it easier to help residents clean their hands (as well as their own). Some ideas were to have hand sanitizer (either wipes or foam) at each table in the dining room as well as at the bedside in resident rooms. The group had great ideas about how to decorate such items to make them look less institutional. In

addition, we have an opportunity to design our own hand sanitizer dispenser covers. A blank template is attached for anyone (from any home) to show us their artistic skills. We can then vote on the ideas and choose a couple of winning designs!

## It Takes a Village...

Your help is needed!

**Calling All Artists!** We have an opportunity to design our own hand sanitizer dispenser covers! Attached with this newsletter is a blank template. 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 submit your artwork to [shardern@providencehealth.bc.ca](mailto:shardern@providencehealth.bc.ca).

**Recognizing Great Work:** Nominate a deserving project for the BEST Patient Safety and Quality award! This award recognizes the efforts of individuals and teams working to improve the care delivered to patients and residents at PHC. Deadline for nominations is March 22nd. The eligibility criteria are below:

- Any PHC team, employee, or physician with PHC privileges.
- The project must have been active within the 12 months preceding application (ongoing data collection will qualify as "active").
- The project must demonstrate sufficient data to establish an improvement or shift in the desired direction.

**Come one, come all!** Anyone who is interested in volunteering for Megamorphosis at HFH, please email [shardern@providencehealth.bc.ca](mailto:shardern@providencehealth.bc.ca). We look forward to having lots of volunteers every day from March 4th to March 15th. Sign up for any time during the day, and for however long that works for you.

**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

**Person-Centred Care for Older Adults with Dementia in BC and Hong Kong:** Knowledge Mobilization Symposium featuring a session with our very own Jo-Ann Tait. You can purchase tickets here: <https://bit.ly/2Vd5d8A>

**Being Better than a Stick in the Eye:** An article about person-centredness from the Pioneer Network: <https://www.pioneernetwork.net/being-better-than-a-stick-in-the-eye/>

**Dementia whiteboard 'touches hearts' around the world:** <https://bbc.in/2Xj7Tnd>

## Important Dates

**Feb. 27, 2019: 1400-1500**

Holy Family  
Megamorphosis Pre-Work:  
Decorating rooms - *All residents, family and staff welcome!*

*Holy Family North Dining Room*

**Mar 1, 2019: 1400-1500**

Holy Family Megamorphosis Pre-Work: Learning from Past Megamorphoses - *All residents, family and staff welcome!*

*Holy Family North Dining Room*

**Mar. 4-15, 2019**

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

*Holy Family North Wing*