



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

#ResCare4Me

Residential Care for Me Update – February 23, 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 a place, it is a feeling*.

Meaningful Moments

Meaningful interactions that bring us one step closer to the vision

We have always been looking for a way to give more dignity to residents who have passed away as they are being transported out of Langara. On February 7th, I was able to do this using a quilt donated to us by the Brock Fahrni team. As the resident’s body was being prepared to be transported, Cristina, the Unit Coordinator, and I placed the quilt on top of the stretcher, covering the black plastic cover that is usually used. As we came out of the room, the family was lined up by the nursing station. Some staff lined up by the elevator to say goodbye as well. The immediate family members went with the resident inside the elevator while I led the rest of the family to the back door where we all met. Before the resident’s body was put inside the funeral van, we took the quilt off, holding all four ends, and folding it on both sides toward the centre. We folded the quilt slowly, similar to the military ritual, and whispered “goodbye PoPo”. It was the first time that I had done that, and I had shivers in my arms and body. This was how we had envisioned the process and we will continue to do this for future deceased residents as our way of saying goodbye. The whole team from Langara would like to share our deepest thanks to Brock Fahrni for donating the quilt to us and allowing us to give the dignity to deceased residents in the way that we had always envisioned.

~ Malou Cordero, Clinical Nurse Leader, Birch Neighbourhood - Langara

Kudos & Compliments

Accomplished this week

Megamorphosis 2.0 has launched! Monday was the launch of Megamorphosis 2.0 at Youville. Staff, residents and families gathered on Heather Place at lunchtime, while enjoying pizzas baked in the oven, to hear Jo-Ann Tait introduce Megamorphosis. While Heather Place is new to the experience, Marguerite Place has been steadily continuing on their journey since last February. Pre-work for both neighbourhoods will start next Monday, starting first with the care alert boards and the theme of Residents Direct Each Moment.

Trailblazing: Big congratulations again to Jo-Ann Tait, who received her Quality Culture Trailblazer award at the Quality Forum HealthTalks event on Wednesday night. This award comes with \$2500 that will be put to use toward Residential Care for Me and Megamorphosis work across our homes.



Spreading our Great Work: Congratulations to all of our team members who presented at Quality Forum this week (Kim Smith, Heather Mak, Ursula Piotrowski, Nadra Ali Carrie-Ann Longstaffe, Jasmine Parbhu, Jo-Ann Tait and Sonia Hardern). There has been a great response to all of the presentations – we’ve even received a request for Kim’s storyboard from a group in Northern Health! If you didn’t get a chance to attend the forum, you can watch many of the presentations online, including:



- **Nadra, Carrie and Jasmine’s** presentation on the Fall-unteer initiative at HFH (starts at the 48 min. mark)

<https://www.facebook.com/PatientVoicesBC/videos/2061970924071392/>

- **Sonia and Jo-Ann’s** presentation on Megamorphosis (starts at the 28 min. mark)

<https://www.facebook.com/PatientVoicesBC/videos/2061317990803352/>

Meanwhile, the work keeps going...: The Holy Family Innovation Project had their first official household working group meeting on Thursday. Great ideas were shared and the team committed to a first, important step of getting name tags made for everyone! The RCfM working group also met and had a great discussion around the topic of “matching” similar residents - a concept introduced by David Sheard in his workshop. Thanks to Robena for leading both!



It takes a Village...

Your help is needed!

Geriatrics Services Conference – call for abstracts: This year’s Geriatrics Services Conference will be taking place on April 6th at the Vancouver Convention Centre. The theme of the conference is Inspiring Connections and will feature research and best practice initiatives in the field of aging. One of the speakers of the day will be Dr. Allen Power who has written about Dementia beyond Drugs, Dementia Beyond the Disease and enhancing well-being. **The call for abstracts is out now, with a deadline of Feb. 28th.** Please see here for more details:

<http://geriatricconference.providencehealthcare.org/sites/silver.providencehealthcare.org/files/PosterPresentations-Geriatric-10Nov2017.pdf>

2018 Quality Improvement Challenge: A great opportunity for staff who are interested in learning more about quality improvement. They will be mentored through QI methods while working through a priority project. Please contact Sonia for more information, if you are interested. Deadline for applications is Feb. 28th.

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.

Important Dates

February 26, 2018	<i>Start of Megamorphosis Pre-work at Youville</i>	Youville
March 13, 2018	<i>1230-1430 – Residential Care for Me <u>Navigation Group</u> Meeting</i>	Youville 6 th Floor