



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

#ResCare4Me

Residential Care for Me Update – April 27, 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.

There is a resident who constantly goes into the elevator to get to Arts Works or look for his wife, and then gets lost. He now has a Wanderguard but when he gets inside the elevator it is difficult to convince him to get out and the noise from the Wanderguard system disturbs the other residents. Normally staff would repeatedly distract him with apple juice but he would drink the juice and go back to the elevator. After the Gentle Persuasive Approach course, I felt better able to handle this situation. The lesson of “spending a little time to save a lot of time” really hit home. In our usual haste to remove him from the elevator and stop the alarm from ringing, we did not stop to think about his needs. GPA taught me that his behavior was a result of an unmet need such as need for companionship due to loneliness and need for meaningful activity. I made it my mission to understand what his actual need was when he parked himself inside the elevator. When I asked what he wanted, he replied, “I want to go the Art Studio.” Unfortunately, the Art Studio was closed. I told him “the Art studio is closed but I can take you to do some colouring in your room.” Amazingly, he agreed with no resistance. I took him to his room and set him up by his bed. I clearly stated each thing I was doing (another GPA hint). Since he knew I wasn’t neglecting him he patiently sat. Once he was set up, he coloured. He was not restless the rest of my shift. It took me a few minutes to set him up yet it probably saved me at least 45min of having to retrieve him over and over from the elevator. Better yet the resident was happy and content which made me feel the same.

~Jennifer, Unit Coordinator- Brock Fahrni

Kudos & Compliments

Accomplished this week

Winners!: Congratulations to the Fall-unteer team for winning the BC Healthcare Awards Top Innovation! Megamorphosis also won the Dianna Mah-Jones Award of Excellence in Person-Centred Care! Congratulations and thank you to everyone in our Residential Care community, for helping us achieve such excellence.

Megamorphosis 2.0: The great energy of Megamorphosis continued this week at Youville. Doors continue to be painted and decorated and the team continued with their new weekly Tea Party/Community Gathering on Thursday and the tradition of



starting and ending the gathering with a song.

Key Messages from Working Group: The Residential Care for Me working group had their monthly meeting today. Key messages from the meeting are listed below. Anyone wanting more detail about any of the topics can ask their manager or other team members who attend this meeting:

- While Megamorphosis can't be at all of the homes at the same time, homes wanting to get a taste can start by implementing one of the successful ideas from Megamorphosis: Care alert board with RCAs leading shift report and a daily team huddle.
- Nursing Practice Council has been working on challenging the status quo with respect to how wound care has traditionally been done.
- The working group had a great discussion around the "Yes I Can Help You" philosophy that started at HFH and continued with Megamorphosis but isn't necessarily happening at all homes yet. The group agreed that it is a culture change and individual homes will start discussions with their teams as to what is needed in order for this philosophy to be part of how we do things.

It Takes a Village...

Your help is needed!

Have an idea that needs funding? The St. Paul's Foundation Enhanced Patient Care Fund grant is back! This fund provides small grants (up to a maximum of \$5000 for initiatives that will directly enhance patient and resident care at PHC. The application is out and is due on May 31st. If you need more information, please contact Sonia.

More funding... The Centre for Aging and Brain Health Innovation's SPARK program is accepting applications again starting April 23rd. The Spark program is designed to support innovative products and practices informed by the experience of point-of-care staff working with older adults. Successful applicants can receive up to \$50,000 (CAD) to support their projects. See here for the criteria: <http://www.cabhi.com/spark-2018-call-for-innovations/>

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

Stories from Others

Another creative take on caring for seniors: <http://www.bbc.com/news/av/world-us-canada-43730216/a-solution-to-one-of-america-s-biggest-problems>

Dementia Dance Therapy: <https://www.facebook.com/60SecondDocs/videos/1545090885589032/>

Important Dates

May 8, 2018	1230-1430 - Residential Care for Me <u>Navigation</u> Group Meeting	Youville 6 th Floor
May 25, 2018	1000-1200 - Residential Care for Me <u>Working</u> Group Meeting	Youville 6 th Floor