

Residential Care for Me Weekly Update - November 30, 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

An excerpt from Dr. Ken Tekano's presentation on Megamorphosis at the Annual Leadership Program for Physicians and Leaders in Long Term Care:



I need to disclose that I have undergone a personal megamorphosis by virtue of participating in this journey.

This is me and our spiritual care worker building a bamboo structure around the nursing station, to help transform it into a "tea house." Painting is going on in the background. This was conceived by residents and staff, built and decorated by a large number of people including staff from all areas, residents, family members and volunteers.

This is my megamorphosis.

This is where I learned what megamorphosis really means. But the physical change is not where the megamorphosis occurred. It occurred within me. It occurred within me by participating in a way that was completely unexpected, out of my traditional role. It occurred by meeting residents and staff in a new way, as fellow renovators, painters, decorators, and "quality control" supervisors. We were all in it together, and now we have new things in common. We are people, living our lives together, in a mutually supportive and respectful manner. And we had some FUN.

I believe we are changing our homes from places where people live, to places where people really LIVE. To places where we aren't TELLING residents what to do but we are LISTENING to what they WANT. To places we might actually want to live someday, or at least be OK with living there if we need to.

And that, to me, is a REALLY BIG CHANGE.

I hope this might inspire others to step out of their professional comfort zone and engage in culture change in your homes. The secondary gains can be remarkable.

Kudos & Compliments

Highlights from the week

Megamorphosis at MSJ: Staff at MSJ had a surprise visitor this week, as CEO Fiona Dalton stopped by to take a look at some of the changes that have been made since Megamorphosis. Staff were able to show off the new colours, furniture and activities, and one resident, who used to be an accountant, even offered accounting advice. Thank you for taking the time out of your busy schedule to visit, Fiona!



Walking in the Footsteps of Mother Mary Edward: On Thursday, November 22, Holy Family Hospital celebrated the incredible life and legacy of Mother Mary Edward, also known as Catherine McKinley, the Holy Family Hospital's foundress. You can read more about the event here: <http://phcnews.ca/news/walking-footsteps-mother-mary-edward>

Reunited (and it feels so good): Huge Kudos to the team at MSJ Residential for going above and beyond this week to accommodate the reunification of not one, but TWO couples. The team temporarily went over census in order to be able to bring two husband and wife duos back together, living in one home.

Embracing the Montessori Approach to Dementia Care: Here is a lovely article about how the Montessori approach is being integrated into care at Youville Residence: <http://thedailyscan.providencehealthcare.org/2018/11/montessori-at-youville/>

Inspiration

Stories to Learn From

A LEAP forward in care: An article about the Seniors Quality Leap Initiative - a collaborative of North America's leading care homes, of which PHC has been a member since its inception: <https://thebossmagazine.com/seniors-quality-leap-initiative-sqli/>

Activity and Well-being: Exploring the Changing role of the Activity

Coordinator: <http://myhomelife.org.uk/wp-content/uploads/2018/11/MHL-Bulletin-ISSUE-22-activities-and-wellbeing.pdf>

It Takes a Village...

Your help is needed!

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

Dec. 6, 2018: 1400-1500

MSJ Micromorphosis Meeting - *All residents, family and staff welcome!*

MSJ main dining room

Dec. 7, 2018: 0800-1000

Residential Care for Me: Working Group Meeting

Youville, 6th floor

Dec. 11, 2018: 1230-1430

Residential Care for Me: Navigation Group Meeting

Youville, 6th floor