



<http://www.providencehealthcare.org/residentialcareforme>
#ResCare4Me

Residential Care for Me Update – June 8, 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.

I arrived at Langara for a meeting and was waiting in the atrium for the other parties to arrive. I observed a HandyDart driver come in the front doors to pick up a resident, who was sleeping very soundly and comfortably in her wheelchair. He approached her with such gentle compassion, softly introducing himself to her, telling her where he was taking her and then gently wheeled her outside. I thought his approach was kind and thoughtful – and in such alignment with the values of PHC and culture of Megamorphosis. It was heartwarming to see and an important reminder that people who come into our PHC homes also have an important role in creating ‘home as a feeling’.

-Heather, Occupational Therapist, Professional Practice Leader

Kudos & Compliments

Accomplished this week

Changing the Culture When Deciding Who To Hire

Youville made history last week as the first home to include a family member and resident, Dawn and Dennis, in the interview panel for the Resident Care Manager position. Equally important was the inclusion of Charlene, Unit Coordinator and Elizabeth, RCA, along with the other usual suspects. Each member of the panel was asked to represent other family members, residents and colleagues respectively. A daunting position to be in, and incredibly valuable! Jo-Ann facilitated the decision which truly hinged on the opinions of the panel regarding who they felt would best fit with the heart of Youville. Exciting announcement about the successful candidate coming soon...



Thank you from Langara Staff to the Pumpkin Seeds Quilters

Several months ago, the team at Langara looked into procuring dignity blankets as a way to say good bye to our residents who have passed away in our home. We felt that having a homemade quilt could provide comfort to residents who were actively dying. In a connection made via our Brock Farhni colleagues, we met the quilters from the Pumpkin Seeds group. These talented individuals meet regularly at Dr. Mary Ellen Sutter's home to design and create beautiful quilted blankets. Our nurse leaders were invited to the home to choose a quilt for their unit. At their visit, they discovered a version of Santa's Workshop where several individuals were busily working away on various sewing machines building their patterns and stitching squares. The Pumpkin Seeds group have been donating their finished products to various organizations such as to Children's Hospital where they thought their quilts would be used and appreciated. To our good fortune, Langara acquired 3 quilts for each of our palliative care rooms on each of our floors. Our residents have enjoyed having these pieces of art on their beds as something beautiful to look at and to wrap themselves in. When a resident has passed, the quilt is draped gently over the body before being moved from the unit. This demonstration of dignity for a resident, who has lived and died at our home, has provided comfort to family members as well as staff.

Our team wanted to acknowledge how the quilts have made a difference in demonstrating how we value our residents in dying and death. Chris Bernard, a spiritual health practitioner reached out to the quilters and asked if they would like to come to our home and see where their quilts lived. It was also an opportunity to say a big thank you from the staff for their very generous donation. Eight quilters toured our home, and visited the palliative care room on the Birch Unit where the quilts and the hard working hands of the quilters were blessed by Shanna-Lee Connell. Later, we had shared time to get to know one another over refreshments. The quilters heard stories of how the quilts were being used to provide comfort and staff also had the chance to hear about how these wonderful individuals came together through this shared labour of love.

-Sandra, Site Leader



Brock Fahrni Welcoming Committee

At a Brock Fahrni Town Hall meeting a couple of months ago, one of our residents, Val highlighted the importance of residents welcoming new residents in a meaningful way into our home. Val planted the seed for a welcoming committee to sort out how we make this happen. Since then, this committee, led by residents and supported by staff, family and volunteers, determined over spirited discussion and much

laughter that the welcome should also include a welcome basket presented by our residents to the newest members of our community. Included in the basket will be a homemade welcome card showcasing the artwork of our residents, toiletries, an information sheet about what to expect in the first days (to be translated into Chinese and Punjabi to start with) and a dishcloth, made by another one of the people living in our home, Evelyn. (Both Val and Evelyn in attached photo).

I have been inspired and moved by the warmth and generosity of our residents and am humbled by their example of what matters most in the early days of moving to a new home - a warm welcome.

-Ursula, Site Leader



It Takes a Village...

Your help is needed!

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.

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 email Sonia at shardern@providencehealth.bc.ca.

Important Dates

June 12, 2018	1230-1430 – Residential Care for Me <u>Navigation</u> <u>Group Meeting</u>	Youville 6 th Floor
June 22, 2018	1000-1200 – Residential Care for Me <u>Working</u> <u>Group Meeting</u>	Youville 6 th Floor