

## Residential Care for Me Weekly Update - March 1, 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



*Once per month, our wonderful Rehab Assistants and volunteers run a Spa afternoon. The spa includes a hand massage and nail polish application. Alex, a Langara Resident who recently took part in the spa, says "I like this spa program. It's good to have my nails done." Alex took this opportunity to share some of her life stories with those around her. Residents enjoyed each other's company and are able to have a meaningful time of connection with the staff. There was a vibe of relaxation in the room that allowed residents the space to chat, laugh and be themselves. Afterwards, the residents appreciated the new color of their choice on their nails and the smile on their faces says it all.*

*~ Langara Rehab Assistants*

### Kudos & Compliments

Highlights from the week

**Holy Family Megamorphosis and Household Innovation:** The last of the Megamorphosis pre-work sessions were held this week at HFH. On Wednesday, staff helped residents think about how to decorate their room - their favourite colours and what furniture they would like. All of the great ideas collected from this session and over the last 8 weeks will help us jump into action on Monday morning!

**MSJ Welcomes the Year of the Pig:** Here is a lovely article about MSJ's Lunar New Year Celebration that was in this week's PHC News: <http://phcnews.ca/news/mount-st-joseph-welcomes-year-pig>

**A Special Visit at Brock Fahrni:** The consulate general of France made a surprise visit to Brock Fahrni on Valentine's Day and spent time with residents. You can read about this special event here: <http://phcnews.ca/news/consulate-general-france-makes-surprise-valentines-visit-brock-fahrni>

## It Takes a Village...

Your help is needed!

**Calling All Artists!** We have an opportunity to design our own hand sanitizer dispenser covers! 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 email [shardern@providencehealth.bc.ca](mailto:shardern@providencehealth.bc.ca) for the template or to submit your artwork.

**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.

**Know someone who Lives the Mission?** The call for nominations for the Mission and Keeping the Promise Awards are now open. You can find out more and download the nomination forms here: <http://phcnews.ca/news/call-nominations-mission-and-keeping-promise-awards-are-now-open>

**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

**Geriatric Services Conference:** This year's Geriatric Services Conference theme is Connect, Collaborate, Create and will take place on April 12th at the Vancouver Convention Centre. You can register here: <http://geriatricconference.providencehealthcare.org/>

## Important Dates

**Mar. 4-15, 2019**

HFH Megamorphosis -  
Daily gathering from 1400-  
1500

*Holy Family North Wing*

**Mar 7, 2019: 1400-1500**

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

*MSJ Main Dining Room*

**Mar. 8, 2019: 0800-1000**

Residential Care for Me  
Working Group Meeting

*Holy Family Hospital -  
Education Room (1st floor)*