

## Residential Care for Me Weekly Update - March 8, 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

*I was having lunch in the dining room with the residents and was sitting near a table where two gentlemen sit. One of the fellows requires assistance eating and I watched an RCA sit down at the table to help. The portions were large that day and upon seeing his meal the one gentleman promptly gestured to the RCA to grab a plate and share with him. She got a plate and both the gentleman pushed noodles her way. She sat and ate noodles laughing and visiting as she helped the one fellow eat. It was like they were three good friends out at a restaurant.*

~ Carrie Willekes, Manager - MSJ Residential Care

### Kudos & Compliments

Highlights from the week

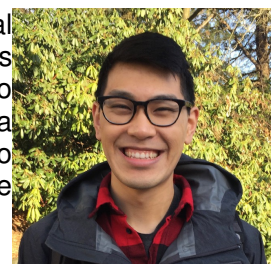


**Holy Family Megamorphosis and Household Innovation:** Week one of Megamorphosis started out with a bang...or more accurately, a flu outbreak, but that didn't stop the team! With Infection Control's blessing, the HFH team started testing while working hard to prevent further spread. By the time the outbreak ended, the team was well on its way. Testable



ideas from the week included trying out 2 new household dining rooms, working with residents to personalize their rooms, a breakfast buffet, new snacks available throughout the day, continuing with having care aides lead shift report and starting a household huddle. There will be much more to come in week 2!

**Welcome Vinnie!** Vinnie is the new recreation coordinator for Residential Care. He comes to us from Ontario where he used to work at Schlegel Villages - a group of long term care homes and retirement homes across Ontario who are leaders in Canada in culture change and changing from an institutional to a social model (<http://schlegelvillages.com/>). Vinnie jumped right into Megamorphosis on his first day! If you see him around, please introduce yourself!



**Working Group Meeting Summary:** The working group had a great meeting this Friday starting first with everyone's insights about Megamorphosis. The group then turned to the results of the Butterfly Household Action Checklist that was filled out at February's meeting. Breaking up into smaller groups, each home discussed the results and what areas they wanted to work on. Some great ideas were shared including simple, yet impactful ones such as: starting all Community Gatherings with a meaningful moment of the week, with the intent of learning from those moments and finding out how we can build on those. Another idea was to use the question "tell us one thing that you know about...[resident or fellow staff member]..." to help us get to know each other better.

**Action for next meeting:** Come prepared to report back on which item(s) from the action checklist your home will work on (it can be one neighbourhood, one floor or the whole home). This will help inform our program strategic workplan.

**From Research to Publication:** Congratulations to the research team of Kit Chan, Anne Leclerc, Karen Pott, Chris Bernard, Annes Song, Dr. Joseph Puyat and Dr. Paddy Rodney on the publication of their Phase 1 findings in the February 2019 Palliative Medicine journal. In this study, they invited all clinical staff in the 5 PHC residential care homes to participate in a cross-sectional survey about caring for long term care residents throughout the dying process. They are currently in the process of publishing phase 2 of their research. A copy of their paper is attached with this newsletter, and you can read more about their work here: <https://bit.ly/2VRMW13>

## 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: <https://bit.ly/2HctSXQ>

## 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 for the conference here: <http://geriatricconference.providencehealthcare.org/>

## Important Dates

**Mar. 4-15, 2019**

HFH Megamorphosis -  
Daily gathering from 1400-  
1500  
*Holy Family North Wing*

**Mar 12, 2019: 1230-1430**

Residential Care for Me  
Navigation Group Meeting  
*Holy Family Hospital -  
Education room (1st floor)*

**Mar. 21, 2019: 1400-1500**

MSJ Micromorphosis  
Meeting  
*MSJ Main Dining Room*