



Residential Care for Me Weekly Update - May 10, 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



While at HFH one day, I noticed one of the residents at the end of the hallway, trying to open the door to the East Patio. I have not been very successful in communicating with this resident in the past but on this day, I asked if she wanted to go outside and she responded very clearly that she did. I opened the door and helped her out to the patio where we both sat, enjoying the mild weather and the intermittent sunny breaks. At one point, I asked if she was cold and she said yes, so I got her sweater and covered her up. She thanked me for helping her. She even answered a few other questions that I asked her. I remember thinking that this was the most that this resident had ever spoken to me. Being able to fulfill her small request to go outside allowed us to create an emotional connection.

The ability to go outside and enjoy fresh air is something that I often take for granted. This small moment reminded me of the value of having spaces where our residents can safely enjoy the outdoors, relax, and create emotional connections.

Kudos & Compliments

Highlights from the week

Spreading the Word: Thanks to Rae Johnson and Carrie Willekes for representing Residential Care for Me at the 2019 Spirituality Conference this week. They presented a Lightning Talk on Megamorphosis. You can learn more about the conference here:

<http://spiritualityconference.providencehealthcare.org>

Jo-Ann Tait also presented on Megamorphosis at SFU's Knowledge Symposium in Person-Centred Care for Older Adults with Dementia in BC and Hong Kong.



Seniors Quality Leap Initiative: Jo-Ann Tait and Michael Aikins had the opportunity to be in the company of other innovative and leading care homes in North America at the Seniors Quality Leap Initiative (SQLI) Face-to-Face meeting this week. The SQLI is a community of practice made up of North America's leading long term care organizations. This collaborative is committed to enhancing the quality of life and quality of care for seniors by utilizing a structured approach to quality and performance improvement and disseminating recommendations to the broader post-acute and long-term care sector. We look forward to hearing more about the exciting work of the SQLI next week!

It Takes a Village...

Your help is needed!

Have an Idea that Needs Funding? The St. Paul's Foundation is now accepting applications for Enhanced Patient Care (EPC) Fund grants! This fund provides small grants (up to a maximum of \$5,000 including taxes and shipping. Requests over \$5K will not be considered) for initiatives, programs, items and equipment that will directly enhance patient and resident care at sites operated by Providence Health Care. Ask your leader for the application form. Deadline is **5:00 p.m. on Friday, May 31, 2019**

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 for the template or to submit your artwork.

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: For those who weren't able to make it to the conference, presentations and infographics have been uploaded to the website: <http://geriatricconference.providencehealthcare.org/>

Creative arts therapies can help people with dementia socialise and express their grief: <https://bit.ly/2LFgrCU>

Important Dates

May 14, 2019: 1230-1430

Residential Care for Me
Navigation Group Meeting
Youville 6th Floor

May 14, 2019: 1400-1500

HFH Megamorphosis
sustainment meeting - *All
HFH residents, family and
staff welcome!*
HFH North Wing

May 16, 2019: 1400-1500

MSJ
Micromorphosis meeting -
*All MSJ residents, family
and staff welcome!*
*MSJ Residence Main Dining
Room*