



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

#ResCare4Me

Residential Care for Me Update – May 11, 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.

Victor and Duong are two of our younger residents and both have voiced their need to be able to do more outdoor dining at several resident council meetings. The weather played up on us a couple of times when we planned on going out with these fellows who like to venture out as often as they can. Last week when the weather was good and one of them wanted to shop and eat outside, I connected with Carrie and she jumped on this opportunity to bring the other fellow along. This was so unplanned, we had made no reservations, we did not choose an outdoor wheelchair, the bumpy sidewalks were difficult to maneuver the wheelchair, but we finally made it. The restaurant staff who were unprepared to have visitors in wheelchair were very welcoming and accommodating. It actually felt like a family event, we were so comfortable and at ease in each other's company. We were all happy to be out on a beautiful sunny afternoon. Both the fellows were all smiles throughout the lunch, and so were we. Bumpy rides, great food, and loving company is all that I remember from this memorable outings. Hope we can do it again with more elders to join us.



~Suzanna, Social Worker- MSJ

Kudos & Compliments

Accomplished this week

News from Catholic Health Association of Canada's Annual Conference: Jo-Ann was able to attend the Catholic Health Association of Canada's annual conference in Niagara Falls this week as a Board Member of the Catholic Health Association of BC. She has reported that the conference focused on how organizations like ours, which have been created by founding congregation of Sisters, thrive in today's challenging times. With financial pressures, diverse populations both among the people served and of the staff who serve them - how do we use our creative collective abilities to continue to care for the most vulnerable in our society. Best quote from the conference, “we are not custodians of the status quo” by Sister Anne Anderson.

Keeping the Light Shining: Congratulations to the organizing group of the May 4 capstone event at Van Dusen Gardens highlighting the research project *Supporting Long Term Care Residents throughout the Dying Process: Understanding and Addressing Related Health Care Provider Stress*. About 100 people attended including point of care staff, senior leaders and members of our Board.



The event reviewed the findings of the first study and unveiled the results of their second study funded by Worksafe BC and set the stage for dialogue. As a way of giving back to the caregivers in the room, Dr. David Kuhl spoke about caring for self which provided both validation about the research work and some practical advice. A lot of buzz was created by this wonderful event which will appear in this week's PHC News. You can read the article here: <http://phcnews.ca/news/keeping-light-shining-capstone-conference-held-vandusens-floral-hall>

Key Messages from Navigation Group: The Residential Care for Me Navigation Group had their monthly meeting May 8. Key messages from the meeting are listed below. Anyone wanting more detail about any of the topics can ask their manager or other team members who attend this meeting:

- Rebecca Yeung, Brock Fahrni Physiotherapist has joined this group to provide point of view from point of care staff.
- Deb Mitchell, Vice President provided updates from Providence Residential and Community Care Society (PRCC). Work is proceeding to have St. Joseph's Comox join PRCC later this year.
- Deb also reported that our new CEO Fiona Dalton has been impressed by the lived values of staff as she has visited our homes. She will be coming to you soon if you haven't met her yet.
- Clinical Services Transformation (CST) work is coming to Residential Care. It has been confirmed that Residential Care will be involved in the role out of CST in PHC. This will require dedication energy and time in the very near future.
- Wheels are turning to establish dates and homes for next Megamorphosis...one this fall and another early 2019!

Langara Nursing Students Supporting Observations of Emotional Connections: This summer you may see two nursing students in our homes collecting data on emotional connections between staff and residents. They will also be working to make our observation tool more robust. You will receive more information before they show up in your home.

Spreading Proven Practices: We have learned from our first three Megamorphoses that some of the most powerful culture change ideas tested and implemented are having care aides lead shift report (traditionally nurse-led), a daily huddle (short!), as well as a simple white board and care alert system. Meetings will start next week with a CNL and CNE who have volunteered to test these practices so we can learn how to implement without a full Megamorphosis.

It Takes a Village...

Your help is needed!

Have an idea that needs funding? The St. Paul's Foundation Enhanced Patient Care Fund grant is

back! This fund provides small grants (up to a maximum of \$5000 for initiatives that will directly enhance patient and resident care at PHC. The application is out and is due on May 31st. If you need more information, please contact Sonia.

More funding... The Centre for Aging and Brain Health Innovation's SPARK program is accepting applications again starting April 23rd. The Spark program is designed to support innovative products and practices informed by the experience of point-of-care staff working with older adults. Successful applicants can receive up to \$50,000 (CAD) to support their projects. See here for the criteria: <http://www.cabhi.com/spark-2018-call-for-innovations/>

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.

Inspiration

Stories from Others

Happy Nurses week to all of the wonderful nurses who work with us:

<https://www.theglobeandmail.com/opinion/article-the-art-of-caring-why-nursing-matters-more-than-ever/>

Important Dates

May 25, 2018	1000-1200 - Residential Care for Me <u>Working Group Meeting</u>	Youville 6 th Floor
June 12, 2018	1230-1430 – Residential Care for Me <u>Navigation Group Meeting</u>	Youville 6 th Floor