



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

#ResCare4Me

## Residential Care for Me Update – March 23, 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 was walking through the neighbourhood one day when I came across a resident who was trying to open a locked bathroom door. She seemed angry and was banging on the door. I went to see if I could help and asked if she wanted to go for a walk. She agreed and started to walk with me but was still telling me how mad she was feeling. Not sure what else to do, I remembered someone telling me that she liked prayer so I asked if she wanted to say a prayer with me. Hearing the word prayer, she suddenly looked at me and became calm. We walked a little longer, and when we found a chair, she sat down and asked me to sit beside her. It's often the little things that bring our residents peace, comfort and joy and I'm grateful to the person who shared this piece of information with me.*

### Kudos & Compliments

Accomplished this week

**Megamorphosis 2.0:** Things were starting to move and shake this week with the theme of “residents direct each moment”. Jo-Ann led a tea party on Monday reviewing the structure of meetings held at Youville, with the intent of including residents and families in decision making. A regular community gathering was proposed, which would take the place of some of the other team meetings. On Thursday, we tested out the format by holding the first official Community Gathering. Great ideas were shared by residents and staff around both food and activities. Making pickled vegetables came up in conversation, as well as a singing competition....potentially our own Residential Care Idol! A door decorating contest was also suggested...what a competitive group!

**Quality Improvement Challenge:** Congratulations to Nadra and Jasmine at Holy Family, who have been accepted into the PHC Quality Improvement Challenge with their project of redesigning care conference from the resident perspective. They will have a chance to learn about and apply the PHC Quality Improvement framework to their project.

### It Takes a Village...

Your help is needed!

**AI Power Workshop – April 5<sup>th</sup>: Managers** – please remember to submit your attendee names by **April 3<sup>rd</sup>** so that transportation can be arranged for residents.

**Megamorphosis Volunteers:** Anyone wanting to experience Megamorphosis and would be willing to help out during Youville’s 2 week Megamorphosis April 9-20<sup>th</sup> can sign up with Sonia.

**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](mailto:shardern@providencehealth.bc.ca) with your story.

## Inspiration!

**Alzheimer Café Symposium: Celebrating Spirituality with People Who Have Dementia:**  
<http://carey-edu.ca/portfolio-item/alzheimer-cafe-full-schedule/>

**Special bike takes dementia patients down memory lane:**  
<http://www.cbc.ca/news/canada/ottawa/ottawa-dementia-google-street-view-bike-1.4593902>

## Important Dates

April 3-6, 2018	<i>Megamorphosis Pre-Work @ Youville: Residents Direct Each Moment</i>	Youville
April 5, 2018	<i>AI Power Culture Change Workshop</i>	Van Dusen Gardens
April 6, 2018	<i>Geriatric Services Conference</i>	Vancouver Convention Centre
April 9-20	<i>Megamorphosis at Youville</i>	Youville