

# Family & Friends Appreciation Dinner

Karen Baillie, CEO



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# Being Mortal

“Our most cruel failure in how we treat the sick and the aged is the failure to recognize that they have priorities beyond merely being safe and living longer; that the chance to shape one’s story is essential to sustaining meaning in life; and that we have the opportunity to refashion our institutions, culture, and conversations to transform the possibilities for the last chapters of all of our lives.”

Dr. Atul Gwande  
Being Mortal: Medicine and What Matters in the End,  
2014



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# How can we honour each resident's unique journey?

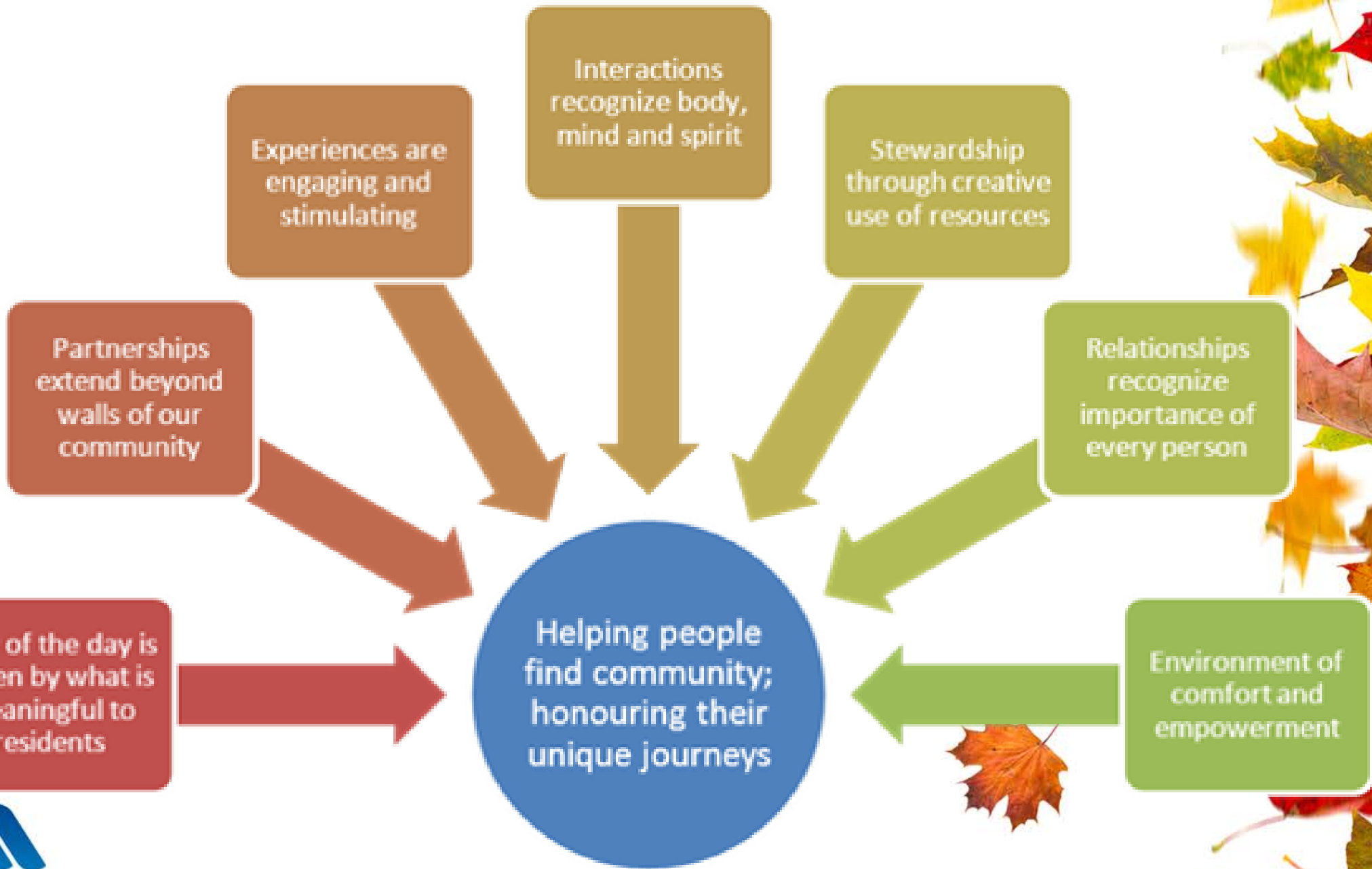
How can we help them find their community... their HOME?



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Home is...



family secure friends do-whatever-I-want control  
comfort safe love rest laughter peace good relax control  
happiness cozzy party quiet influence nurturing support express contentment  
joy comradery respect pets fun love rest laughter no-judgement care  
space warmth cozzy party quiet influence nurturing support express contentment  
togetherness freedom humour personal animals food  
joy comradery respect pets fun love rest laughter no-judgement care  
where-I-always-want-to-come-back  
choice things good freely companionship  
understanding faith sharing favourite  
purpose



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# What is important to us as we continue to improve and move forward?

- 1 Resident directed care
- 2 Families are partners in care
- 3 Excellence in quality and safety of care
- 4 Innovation
- 5 Staff empowerment
- 6 Best possible built environment
- 7 Compassionate medical care
- 8 Play a positive role within the larger community
- 9 Be evidence based



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**What do we mean when we talk about resident-directed or person-directed care?**



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Provider Directed	Staff Centred	Person Centred	Person Directed
<p><b>Management makes most of the decisions with little conscious consideration of the impact on elders or staff</b></p>	<p>Staff consult elders or put themselves in elders' place while making the decisions</p>	<p>Elder preferences or past patterns form basis of decision making about some routines</p>	<p>Elders make decisions about their individual routines. When not capable of articulating needs, staff honour observed preferences and lifelong habits</p>
<p><b>Elders accommodate staff preferences; are expected to follow existing routines</b></p>	<p>Elders accommodate staff much of the time- but have some choices within existing routines and options</p>	<p>Staff begin to organize routines in order to accommodate elder preferences, articulated or observed</p>	<p>Staff organize their hours, patterns and assignment to meet elder preferences</p>
<p style="text-align: center;"> <span style="margin-right: 100px;">Low</span> <span style="margin-right: 100px;">Continuum of Person-Directedness</span> <span>High</span> </p> 			





# Shifting from a medical model to a social model...



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# Medical Model

## Focus

- Healing
- Symptom relief
- Extending life

# Social Model

## Focus

- Individual as social being
- Abilities of Individual
- Dignity
- Quality of life
  - Pain relief
- End of life

# Residents and Families as Team Members



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# Success... Sustainability... Changes

- Language is resident directed
- Increase voices of residents and family in planning discussions and decisions
- Increase discussion about risk
- Increase volunteers to partner and enable residents to be more engaged in the community
- Continue to implement best practices for geriatric, palliative and dementia care
- Continue to innovate
- Embrace changes to improve resident's lives



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# What helps to create vibrancy and energy?

- Residents who are doing what they enjoy... what they want to do
- More freedom to take more risks with residents – including living “normal” life
- No restraints
- More freedom to move around within the home’s physical boundaries
- Engaged staff = superior quality of life for residents



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# How can we increase resident directed care at Menno Home & Hospital?

- Invite families to enter into discussions more often
- Listen to what residents need and prefer
- Increase the number of times we say, “Yes, I can help you now”
  - Going to the toilet
  - Getting a drink or snack
  - Taking a nap
- Work with residents and families to create dignity for residents
- Provide a liaison for Life Enrichment and Resident Experience



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# What is next for Menno Place?

- A new residential care home that is designed to create vibrant living and freedom for residents
- Private rooms
- Private bathrooms
- Luxurious spa baths & tub rooms
- Beautiful outdoor spaces
- Private visiting areas for families and residents



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