



**Providence
Health Care**

How you want to be treated.



Providence Living

A Day Well Lived: Redesigning our approach to care

West Coast Conference on Aging

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*"Some old-fashioned things like fresh air
and sunshine, are hard to beat"*



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Objectives

1. Introduce the social-relational model of care as a novel, alternative approach
2. Present Providence Living/Providence Health Care's design of a new home where this model will be in place
3. Explore various initiatives that are underway to support and evaluate successful transformation and integration of this new model



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The social-relational model of care



Foundational principles

EMOTIONAL CONNECTIONS MATTER MOST	RESIDENTS DIRECT EACH MOMENT	HOME IS NOT A PLACE, IT IS A FEELING
"People won't remember what you said or did, they will remember how you made them feel"	"Time is not measured by a clock, but by moments"	"Home feels friendly, relaxing, secure and familiar"



Be Advice Paradigm©

Quality of Life

	Favourable surrounding	Lifestyle	Health	Life's pleasures & meaning of life	Formal & informal network	Organisation	Social inclusion & emancipation
 The individual							
 The home							
 The living environment							
 Organisation and process							

Providence Approach with the de Hogeweyk 7 Pillars

Looking at issues from 4 points of view – the individual, home, living environment and organization/process

Favorable Surroundings	<ul style="list-style-type: none">• Surround Residents with familiar surroundings to reduce confusion, agitation, frustration, anger and desire to leave the household
Lifestyle	<ul style="list-style-type: none">• Increased choice to live the life Residents wish with people who share similar preferences, interests and values
Health	<ul style="list-style-type: none">• Focus is on Resident's quality of life and their overall health (physical, mental, emotional and spiritual)
Life's Pleasures & Meaning of Life	<ul style="list-style-type: none">• Residents experience a normal life – enjoying simple pleasures and supported by a diverse offering of activities and events that are easy to participate in
Formal & Informal Networks	<ul style="list-style-type: none">• Formal network of professionals developed to support Residents and family (i.e. dementia care coach) and an informal network of volunteers, family and community members to support Residents, community interaction and destigmatize people living with dementia
Organization	<ul style="list-style-type: none">• Vision, Guiding Principles and Educational Curriculum taught to everyone and incorporated into care actions and behaviors and a staffing model that supports household living
Social Inclusion & Emancipation	<ul style="list-style-type: none">• Residents feel part of a community that accepts them as they are and the community is open to the surrounding neighborhoods to share knowledge and amenities to help destigmatize people living with dementia



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How the household
model supports a sense
of home



What is a normal life? How does the social-relational model support a meaningful life?



More than redesign of the space and environment...





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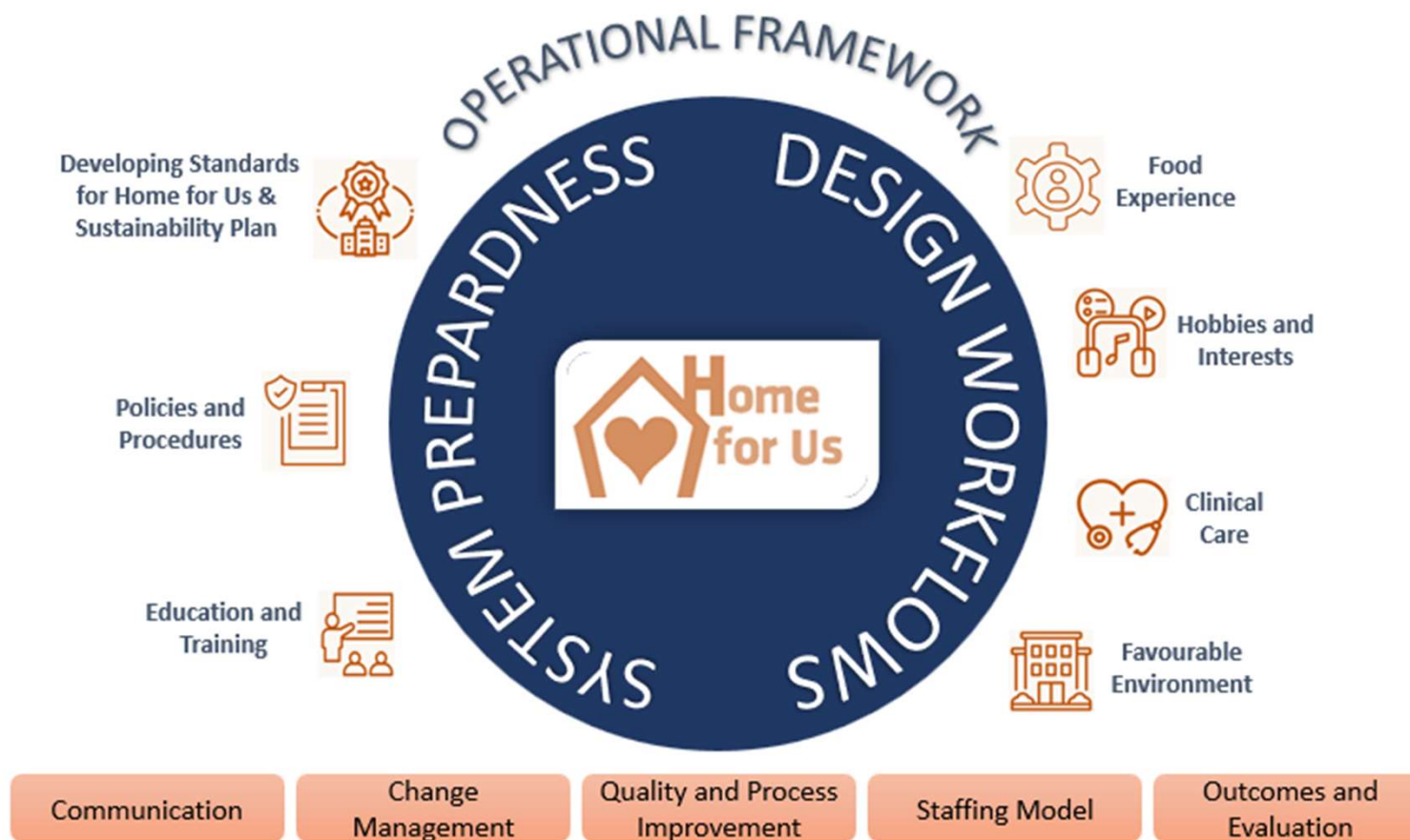


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Implementing the model and evaluating impact



Implementing: Operational framework





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Evaluating: Partnership with research

- Qualitative and quantitative methods
- Resident journey mapping
- Resident and staff focus
- Quality of life and other related health outcomes





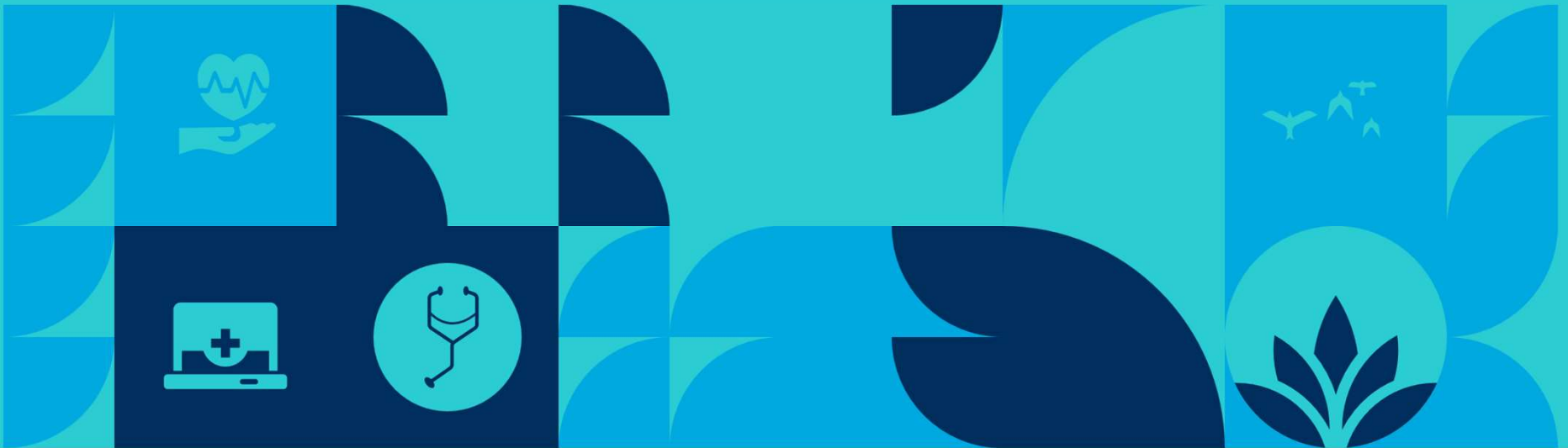
"Spring. A lovely reminder of how beautiful change can be."



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Questions/Discussion



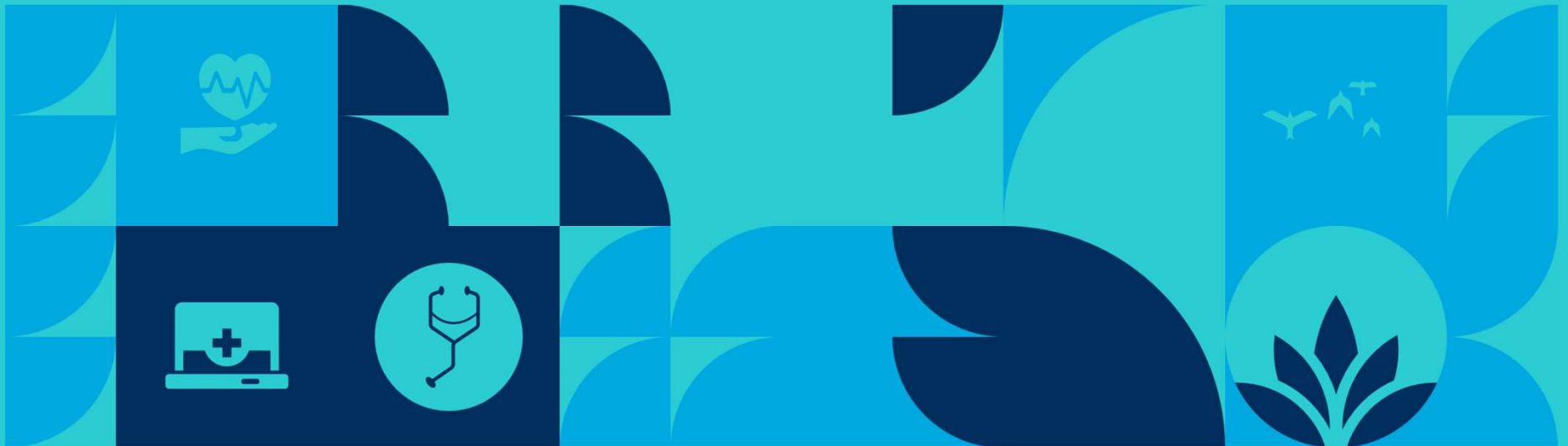
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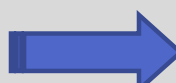
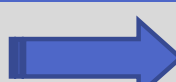
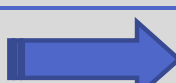
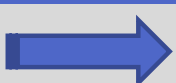


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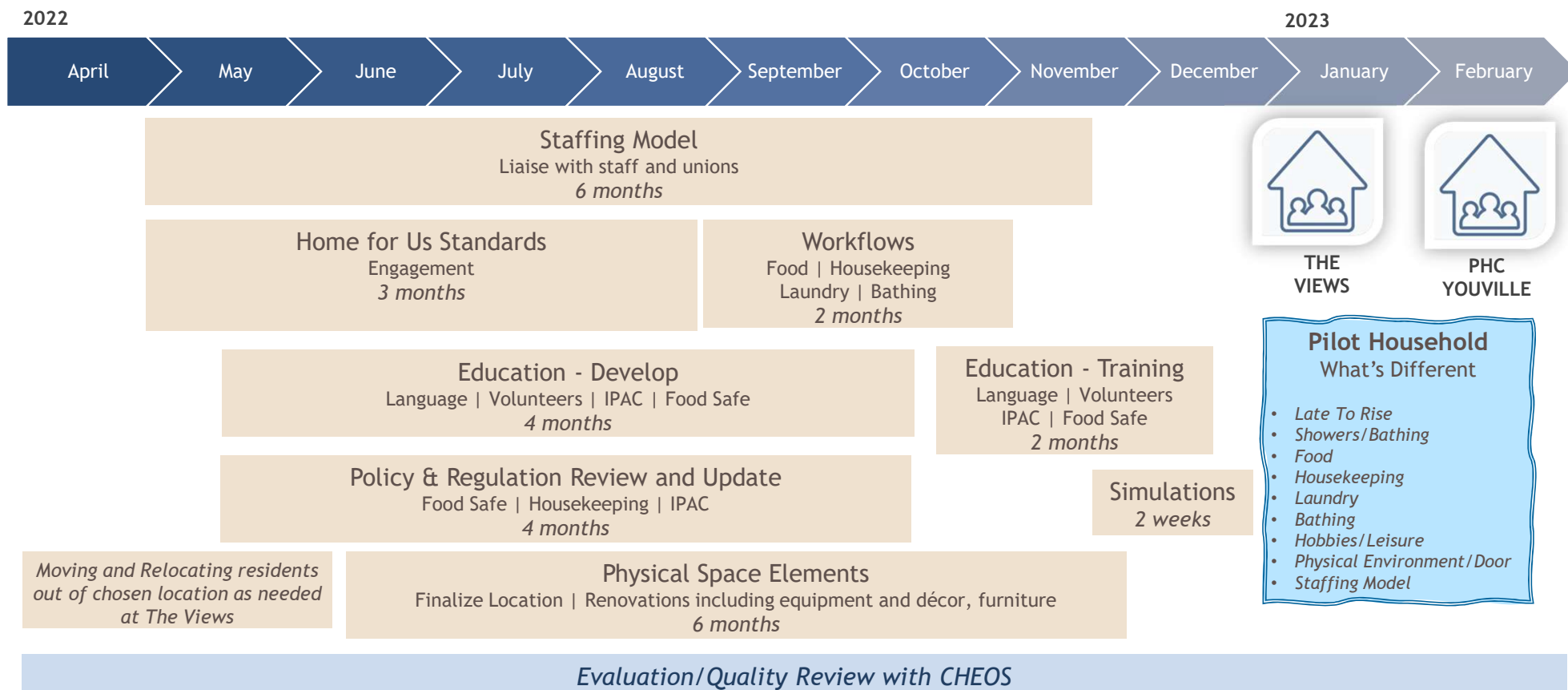
Extra slides



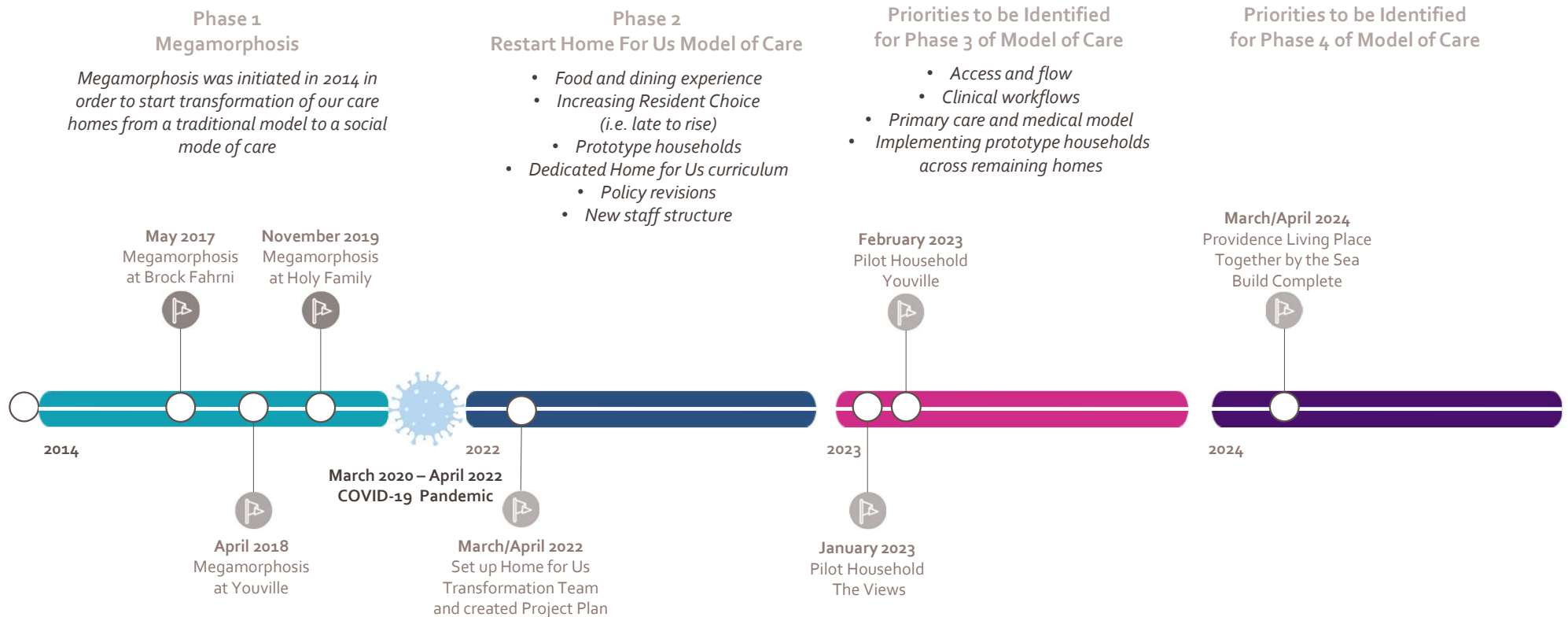
Moving from an Institutional to a Social/Relational model of care

Domaine	Institutional Model		Social/Relational Model
Primary Focus	Focus on Care		Focus on Living (and Care)
Resident/Team Routines	Scheduled Routines		Flexible Routines
Team Assignments	Team Members Rotate		Team Members Assist Same Residents
Decision-Making	Decisions for Residents		Decisions with Residents
Physical Environment	Environment = Workplace		Environment = Home
Activities	Structured		Planned, Flexible, Spontaneous
Department Structure	Hierarchical Departments		Collaborative Teams
Relationships	Team Members Care for Residents		Mutual Relationships
Sense of Community	Us and Them		Community

Pilot Household Timeline



Home for Us Overview





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