

FAMILY UPDATE



August 28, 2024

SHIFT project sees success at Misericordia Place

SHIFT: Supporting Healthcare Improvement through Facilitation and Training

The SHIFT project at Misericordia Place is a quality improvement initiative to empower Health Care Aides (HCAs) to perform their duties more effectively. It provides HCAs with the skills and confidence to implement changes that improve resident care, focusing on enhancing leadership abilities and encouraging collaboration with interdisciplinary teams.

With support from Manager May Shultz, dedicated team members Ofelia Rivera, Rosemen Incognito, Eric John Sanchez, and Genie Villarica ran the project from November 2023 to July 2024. During that time, they received ongoing coaching from Quality Advisor Cristie Perfas, who met with them regularly to teach them about quality improvement collaborative techniques.

The team's main focus was improving responsive behaviour management, which reduces residents' negative reactions by enhancing their social interactions. This helps diminish feelings of isolation and loneliness. Their goal was to reduce responsive behaviours by 75% by July 2024, a target they surpassed. Our HCAs continue to utilize skills and techniques learned through SHIFT and hope to share successful strategies across other departments to improve resident care and quality of life.

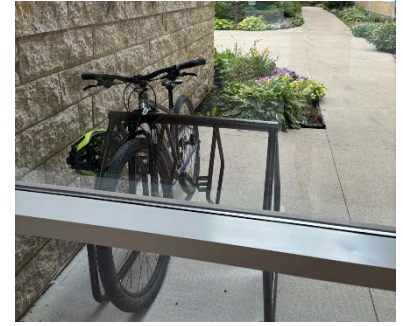


MP team members pose with their vision board

New bike rack for visitors

A new bike rack has been installed in the Misericordia Place garden, providing a convenient and secure spot for visiting family and friends to park their bikes. Previously located at the corner of Furby and Wolseley, it is now right beside the door when you enter the garden area. We ask that you use the bike rack instead of parking inside the building. If you have any questions or concerns please talk to our staff.

Park your bike in our garden!



Documentary-themed greeting cards are now available!



Original MP inspired artwork

This past May, we were treated to a special premiere of *Don't Let the Sun Catch You Crying*, a 7-minute animated documentary based on Misericordia Place resident Edith. Residents and residents' families can enjoy Natalie Baird and Toby Gillies' original artwork from the documentary once again in the form of greeting cards.

CBC host Chloe Friesen learns about the Olympic Games

Listen to the [full episode here!](#)

Up To Speed with Faith Fundal



Residents from two personal care homes are going for the gold!

Play Episode 6:17 Share Episode

Host Chloe Friesen learns about the "Olympic Games" taking place at the Simkin Centre and Misericordia Place, and hear from a 100-year-old competitor!

Respiratory illness and hand hygiene

With fall approaching, it's time to review the basics for protecting ourselves from respiratory illness:

- Remember to wash your hands before and after visiting with your loved ones
- Please stay home if you are feeling ill
- Cover coughs and sneezes
- Wash your hands before and after you touch equipment like a wheelchair
- When asked by the unit, please remember to wear all required Personal Protective Equipment (ie. gowns, masks)

For anyone who wants to learn more about hand hygiene, we'll have a demonstration at Misericordia Place on September 10 from 10 a.m.–2 p.m. Our infection control support associate (Ryan) will be available to provide a demo and answer any questions. Outside of this time, please ask the nursing station or reception how to get in touch with Ryan.

For more information [please click here](#).

Update on non-insured equipment charges

For several years we have not been consistently charging residents for items that aren't covered by our funded budget. Moving forward, you may be asked to pay for items such as slings, bed/chair alarms, roam alerts/wander guards, and ID bracelets. If residents require a piece of equipment or a replacement, we will talk to you and walk you through the process.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Taylor".

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