

FOCUS Commitment to Resident Centred Care

The Journey is well on its way.....

Destination

Resident Centred Care

The train has been in perpetual motion for many months now. It seems a good time for the passengers to disembark, have some fun, celebrate successes and reflect on those things that need further work. No better time than the month of October - *Patient/Resident Centred Care Awareness Month*.

The Re kai Centres teams are pleased to join other resident centred organizations in the United States, the Netherlands, Brazil, Japan and Canada (principally in Alberta and Quebec) in commemorating the 5th Annual Resident Centred Care Awareness Month in October. This is an international awareness building campaign that occurs every October to commemorate the progress that has been made toward making resident centered care a reality and to build momentum for further progress through education and collaboration. This year's theme is "Transformation through Patient and Family Engagement." Hospitals and health care organizations around the world are encouraged to celebrate by empowering residents, strengthening their resident centred practices and publicly proclaiming to their clients and communities their commitment to resident centred care.

The theme of Resident Centred Care Awareness Month this year is "*Transformation through Resident Engagement*." A butterfly logo was developed to reinforce that, while the process of transformation is gradual and at times challenging, with patience, perseverance, and creativity the results can be beautiful, vibrant and uplifting.



It is certainly hoped that when residents and their loved ones come to the Rekai Centres, to either Sherbourne Place or Wellesley Central Place, they feel safe and cared for. We consider these minimal expectations of care. As an organization committed to resident centred care, we believe that residents and families that come to the Rekai Centres are integral partners in making decisions about their care and life in the home. We want them to expect ample information about their treatment in language they can understand. A resident is a unique person with diverse needs, and experts in what is best for them.

As part of this special month, Proclamations for Resident Centred Care will be signed by all staff and posted in the lobby and throughout all resident home areas (RHAs). These displays are official declarations of the organization and staff's commitment to the values of a resident centred approach to care.

A key component of changing an organization's culture to resident centred care is education for all staff, residents and families. We are so proud that over 90% of staff has successfully completed education related to Resident Centred Care and Service Excellence; some residents and families have also attended education sessions. A huge achievement! To celebrate this, a graduation ceremony in each Home is planned in the next few weeks. A resident from Sherbourne Place that attended a whole day session with staff and will be given special honour at this ceremony.



Next month: updates on our Working Groups and new RCC projects happening throughout each Home.