



**PROVIDENCE HEALTH CARE  
PATIENT AND FAMILY  
PARTNER NEWSLETTER**  
Spring 2023, Volume 2, Issue 1

**Indigenous Wellness and  
Reconciliation through  
Patient Journey Mapping**

Last year, along with the refreshed strategic plan, Mission Forward, Providence Health Care (PHC) launched the Indigenous Wellness and Reconciliation Action plan (IWRAP). Reconciliation was added as a fifth Foundational Principle and highlights how the work of Reconciliation and improved care for Indigenous patients is all of our shared work.



To help inform this work, the Indigenous & Wellness Reconciliation (IWR) team has conducted Patient Journey Mapping (PJM) sessions with patients and their caregivers. PJM is a visual illustration of health care from the patients' perspective. This visual tool captures the patient's care journey physically as well as feelings they experienced during their journeys.

Each journey is unique and supports the rebuilding of relationships with Indigenous patients. PJM is found to be the most engaging and culturally safe method to help health care professionals (HCP) gain a better understanding of Indigenous patients' care experiences at PHC – the ultimate goal is to improve the delivery of care. All sessions are held in a safe space determined by the patients such as in the comfort of their home, via Zoom or in the All Nations Sacred Space at St. Paul's Hospital.

The focus is on the patients sharing their experiences during these journey mapping sessions and their care captured through graphic facilitation. The IWR team have shared a report of the findings and common themes emerged through PJM and have created an action plan for changes by priority. This report represents the first round of 21 individuals who volunteered to share their experience and journey through PJM. The PJM team has since completed 46 PJM sessions in total and have more scheduled for the spring – this work will be ongoing.

## Here are some of actions from PJM learnings:

- Explore ways to incorporate culturally safe approaches and interventions with different departments such as human resources, security, and food services
- Increase staff education and training on anti-Indigenous racism and cultural safety
- Identify ways to increase emotional, mental and psychosocial support for Indigenous patients
- Provide adequate discharge teaching and support (e.g. housing, clothing, accessing the hospital)
- Ensure basic patient needs are met (personal hygiene, blankets, food) during their hospital stay
- Better communication between health care providers and Indigenous patients and families in terms of treatments and discharge teaching.
- Expand Indigenous Wellness Liaisons and access to Elders or Knowledge Keepers as this as a positive impact on patient experiences



**Did you know?** There are 200+ Indigenous Nations in BC with 30+ languages/dialects.

View a presentation delivered by PHC's Indigenous Wellness and Reconciliation team on PJM here: <https://youtu.be/kDyoC9dawuo>

## A Heart to Serve



On November 21, 2022, Norma Peters shared her incredible story of service and charity at the 75th Anniversary celebration of Foundress Day, celebrating the Foundress of the Sisters of Providence of St. Vincent de Paul, who established Holy Family Hospital. Raised in an orphanage herself, Norma traveled to Jerusalem to work as a nurse where she helped to raise 17 Arab orphans. She did this for 15 years and said if she were well now she

would do it again. During this time she experienced the Gulf War and recalls needing to place gas masks on the children and protect them in sealed rooms. She said, “39 scuds fell on Israel and no one died.”

When she returned to Vancouver, she started a ministry to serve the poor in the Downtown East Side and became known as “Grandma.” She collected clothing donations from her neighbours and hand knitted hoodies for the children. She remarked, “I am not exaggerating, I would say I have knitted 1,000 hoodies that I gave to single mothers and to the community centres.” She went on to say, “What caused me to care is that the Lord said to me that he is hurting for Jerusalem and for the poor in the Downtown East Side. God calls all of us to do something to help.”



Now, living at Holy Family, Norma continues to serve as a pastoral care volunteer. In a separate thank you letter to donors she explained, “I pray with the sick and with those who are dying. I also share my testimony at different events, like Foundress Day. I love it here and I am grateful for every blessing.”

## Celebrations around Long-Term Care

A special thank you to the Allied staff who shared these wonderful stories!

### Mount St. Joseph Long-term Care



For Chinese New Year, residents of Mount St. Joseph's enjoyed a Lion Dance and a visit from the Fortune God. Residents and staff received "good luck lettuce / blessings" from the lion and red pockets, blessings, and a photo-op from the Fortune God. Residents also enjoyed Chinese instrumental music by Golden Pearl Ensemble through Concerts in Care. They gave a lovely performance, taking resident and staff requests and playing some crowd favorites.



For Valentines Day residents attended a Cantonese Opera performance from the Vancouver Cantonese Opera, complete with costumes and props. Live streaming was provided using iPads for residents who couldn't come in-person due to a stomach bug, so they could still enjoy the performance.

## Celebrations around Long-Term Care

### St. Vincent's Brock Fahrni

The Legion generously funded two special events for the veterans at St. Vincent's Brock Fahrni.

For New Years, veterans and their roommates enjoyed a Bingo Night, complete with prizes and refreshments. The attendees had a marvelous time and thoroughly enjoyed the festivities.



In February, veterans gathered to enjoy a home-cooked meal, courtesy of the Recreation Therapy Team. This delicious three-course meal featured a soup or salad to start; roast beef, mashed potatoes, and vegetables for the main course; followed by a heaping serving of apple pie or strawberry shortcake for dessert. The event filled the Artworks Studio with a buzz of music, conversations, and laughter. Everyone enjoyed the meal so much that they still talk about the delicious food!

### Holy Family Long-term Care

Residents at Holy Family enjoyed a fun springtime craft! Dried pine cones were collected from the garden outside and given a thorough wash. Residents then primed and painted these pine cones with their favourite colours, and were helped to create beautiful decorations.



## Celebrations around Long-Term Care

### Youville Residence

Thanks to the Choices Market on Cambie Street, Youville Residence received many single roses as a Valentine's Day gift. The Youville Rehab Assistant and Care Aides also planned some festivities to bring joy and smiles to the residents on the 3rd floor. An afternoon tea, socializing with other residents, dancing, and singing love songs was an excellent way to share the love. One of the residents said she is glad she can still attend such a special and beautiful Valentine's Day event.



### St. Vincent's Langara

Residents in the Aspen neighbourhood of St. Vincent's Langara enjoyed a fun Pre-Valentine's Day Karaoke Party.



There was a huge decorated heart to take photos with; Valentine history trivia; fun accessories like necklaces, sunglasses and rings; a dance number with residents; and of course, Karaoke. Couples were also honoured during this event. When asked about their marriage, a husband said "I will live it again" and the wife responded, "We had a good life." The finale song requested was "You've Got a Friend" which beautifully represents the deep friendships residents share living together.

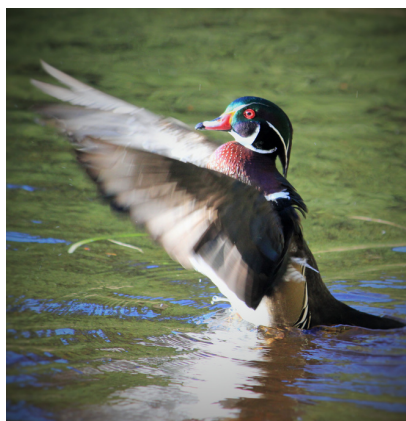
## Gift Shop Volunteers

Stanley was new to Vancouver in 2021. He wanted to be more involved in the community and get to know more people in this city. One day, he saw an advertisement for volunteer opportunities at Mount St. Joseph's Hospital (MSJ). He immediately connected with Mary Gallop, Coordinator, Volunteer Resources and started his volunteer journey in April 2022. After receiving training, Stanley started volunteering at the Gift Shop for three hours weekly, joining a team of 20 compassionate individuals. Stanley enjoys volunteering at the gift shop as he meets a variety of people and practices his English. At times, he finds it challenging, and sometimes uses Google to help him understand what customers are looking for as he enjoys learning.



Mary selects the variety of merchandise sold in the gift shop. Sometimes, new and festive products available in the gift shop surprise customers and Stanley. Revenue from gift shop sales are used to buy equipment to improve patient care. The gift shop volunteer group recently generously donated an ice machine for 4 East at MSJ. This ice machine can help maintain patients' oral hygiene and hydration.

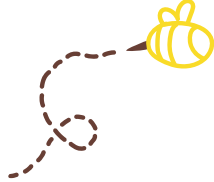
Stanley says "I love volunteering at the gift shop and I encourage others to join this team".



## Upcoming Celebrations/Events:



Parkinson's Awareness month  
World Health Day



Arthritis month  
Mental Health month



Alzheimer's awareness month  
PTSD Awareness month  
National Cancer Survivors Day

# Welcome

## Our newest member of the Partners in Care Newsletter Team

### Vanessa Lewis



Practice Consultant for Person and Family Centred Care with a Clinical Dietitian by training.

She loves to cook and eat delicious food wherever she goes. In her spare time you will find her exploring Vancouver and the Lower Mainland with her dog, Jeff.

Stay tune for our next edition in  
June 2023!



**Our Vision: "Maintaining connections and building community to  
advance Person and Family Centred Care at PHC"**

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