



# Making Every Moment Matter™ Chronicles of a Butterfly Journey....

(Part 1)

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and with gratitude to our Butterfly Home Teams



The Butterfly Approach is designed for dementia care settings and focuses on delivering emotion-based, person centered, care that connects people in a dignified, holistic and human way. The Approach is proprietary to Meaningful Care Matters (MCM), an international company supporting culture change within health and care settings. The Approach appealed to the Responsive Group because of its ability to bridge the emotional isolation captured in its 2017 Empathy video *Could a greater miracle take place than for us to look through each other's eyes for an instant:*



The video portrays the breadth of emotions and tribulations individuals carry inside - often unbeknownst to others - and offers a glimpse of the value of human connectedness, all the more true and needed as a result of the Pandemic.

In this story we share how three Ontario Long Term Care (LTC) Homes, operated by the Responsive Group, are bringing this promise to life by implementing the Butterfly Approach.

The Butterfly Approach builds on the learnings of Tom Kitwood (1937-1998) - a pioneer in the field of person-centered care for people living with dementia. Kitwood's flower model well represents the 6 essential human needs required to maintain a strong sense of well-being.



The exploration of these needs and most importantly, how to deliver them in the care setting is at the core of the Butterfly learning process. Through a series of learning sessions, team members embark together on a journey of ground breaking changes to introduce opportunities for meaningful engagement with residents and for residents to receive, in return, that feeling of being loved, of being important and the feeling of being at home. On the journey, team members explore the deeper part of person-centered care - the awareness that to take care of humans, they must allow themselves to be human... bring their whole person to the workplace, learn who the resident is as a person, feel what their lived experience is like, and transform it to how they would like to be treated.



Visual progress markers of completion on the 100-Point Checklist

The result is a gradual breaking down of the barrier between the "us and them" - between team members and residents - and a veritable metamorphosis in the daily life of the home.

Strict "time of day" routines are dismantled, residents are actively engaged, uniforms are shed, interactions are meaningful and it becomes unclear who lives in the home and who works there. While each Butterfly home is unique in its look and feel, there are some core essentials which they all share:

- Strong sense of home rather than institution
- Colorful, engaging environments that connect with people's life stories and interests
- Prioritizing emotional care alongside clinical care
- Relaxed, freed up atmosphere for meaningful moments of occupation and relationship building; the boredom often characteristic of LTC disappears
- Team members are comfortable 'being with' people rather than only 'doing for' people and share of themselves and their life stories
- Careful choice of words for the language of care and no talking about residents in their presence without including them;
- Recruitment of team members with a strong emphasis on emotional intelligence

Day-by-day this metamorphosis is unfolding at each of the Responsive Group's three pilot homes.



Dundurn Place Care Centre (Hamilton), Hawthorne Place Care Centre (North York) and The O'Neill Centre (Toronto) are each on their individual implementation journeys and extremely proud of the accomplishments of team members and residents alike. Both are reaping the benefits of increased, meaningful, human connectedness - evermore important after the pandemic - while continuing to learn and transform the lived experience. Family members and team members find joy and encouragement being in the home and with residents. Family members no longer dread visiting and, in one team member's words, "I go home with my heart full".

The journey is not an easy one - all the more so during the Pandemic. It requires considerable self-reflection by team members, the ability to "undo" both a task oriented work-style and the learned helplessness of residents in LTC - all while navigating outbreaks and strict IPAC protocols; finally it requires genuine

interest to discover the person that is each resident.

MCM's process for Butterfly accreditation is a rigorous one and, in the absence of Covid, unfolds over a 12-18 month period with variations by home. Common to all accredited homes is their successful progression through a "100 Point Checklist" and completion of observational audits (using QUIS - Quality of Interactions Schedule - methodology) that score how staff engage with residents and attest to the quality of life in the home.

We invite you to enjoy the pictures below - a testament to the steps taken to date and a promise for the renewal and hope that is still to come. And - as we cheer these teams on - we look forward to checking back in as they continue their journeys in the months to come and make Responsive's Vision of "creating communities where people of all ages achieve all they can be" a reality.

