



The Vision Becomes a Reality: The Design and Build of an ACE Unit

Ascension | St John Providence



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Problem: St John Hospital and Medical Center (SJHMC) joined NICHE in 2003. The hospital committed to the vision of improving the care of the older adult and opened an ACE Unit in 2008. The team identified the need for structural changes, specialized equipment and a modified environment to meet the needs of the older adult. No funding was available. Elevating the knowledge of the bedside caregivers was also identified as a need.

Opportunity: Available funding from a donor was identified. The Ralph C. Wilson, Jr. Foundation approved a generous grant and Ascension Health approved capital for construction. The team was given 7 months to make the vision a reality.

Results: The unit and patient rooms were designed around the needs of the older adult and the bedside caregivers.

Updates included: non-glare lighting, contrasting flooring at doorways, updated beds, geriatric appropriate furniture, flat screen TVs with Skype and Blu-Ray, bedside vital monitoring, remote patient monitoring system, large button telephones, large face clocks, raised toilet seats, showers with handheld shower head and benches, barrier free shower entrance, handrails, non-glare flooring with dementia friendly flooring, local art work to encourage mobilization and reminiscences, resting nook, family consultation room, dayroom, aromatherapy, music therapy, and pet therapy.

Staff support included NICHE education, Geriatric CNS, a holistic renewal room, and technologically advanced equipment.

Outcomes: All safety outcomes improved from baseline, falls reduced 32% from baseline, restraint usage near 0, HCAHPS improved from baseline, and daily rounds include a focused geriatric syndrome review.

Limitations: The unit still includes some semi-private rooms. The dayroom has space limitations.

NICHE



Key Points

- ◆ The AMU must be plugged into an electrical outlet at all times when monitoring a patient.
- ◆ The Light on the speaker box Does NOT indicate power.
- ◆ The Light is ON when the patient is being monitored.
- ◆ Patients are observed at all times unless privacy is requested.
 - Request privacy by calling the monitor station.
 - When privacy mode is on the light on the speaker box is OFF
- ◆ Don't Forget to CALL REPORT to the monitor tech at shift change or when a patient is either admitted or dis'd.
- ◆ The monitor tech can only interact with 1 patient room at a time, make sure they have your attention before you speak to them.
- ◆ Check the antenna often to ensure it's tight and upright.
- ◆ The AMU can be cleaned with any hospital approved wipe.
 - Do NOT use spray cleaners on the AMU



Top left: Day room and resting nook

Bottom left: Patient room and bathroom

Top right: Equipment and education

Bottom right: ACE Team at work