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Interdisciplinary Bedside Rounds as a Method to Improve Interprofessional Communication and Patient Perception of Teamwork on the Acute Care for Elders (ACE) Unit



Yale New Haven Hospital
Saint Raphael Campus
Center for Restorative Care


APRIL 26, 2017 FORUM PRESENTERS
Ashley K. Okada, MSN, APRN, NP-C  

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Objectives



1. Discuss teamwork and communication as areas for improvement
2. Summarize components of the Yale Connecticut Older Adult Collaboration for Health (COACH) Program to enhance geriatric care
3. Explain processes to implement interdisciplinary bedside rounds
4. Review staff and patient perceptions of interprofessional communication
5. Provide insight on challenges and goals for sustainability



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Yale New Haven Hospital

- Academic Medical Center
- Two campuses
York Street
St. Raphael's
- 1,541 bed tertiary hospital
- Magnet designated
- NICHE designated





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Acute Care for Elders (ACE) Unit

- Center for Restorative Care (CRC)
 - 22 inpatient beds
 - Staffed by internal medicine residents with supervision by Geriatric and Generalist attendings
 - Students: nursing, medical, physician associate, and pharmacy



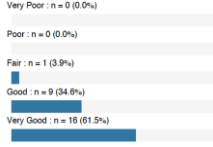
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PRESS GANEY®

- Teamwork
 - Survey provided to all patients after discharge (except those who are hospice, die, or leave AMA)
 - Measure: "How well did staff work together to care for you?"
 - October – December 2015
 - N = 26
 - Mean score = 89.4
 - Goal 92



Category	n	%
Very Poor	0	0.0%
Poor	0	0.0%
Fair	1	3.9%
Good	9	34.6%
Very Good	16	61.5%

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COACH

Connecticut Older Adult Collaboration for Health

- Health Resources and Services Administration Geriatrics Workforce Enhancement Program
- Geriatric Nurse Practitioner Fellow
- One year fellowship to provide advanced training in geriatrics
- Quality Improvement Project



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Intervention development components

```

    graph TD
      A[Information gathering] --> B[Determining areas of communication breakdown]
      C[Feedback sessions] --> D[Identifying opportunities to improve communication]
      E[Reviewing best practices] --> F[Emory Healthcare-Structured Interdisciplinary Bedside Rounds]
      G[Evaluating other models of communication] --> H[Medical-surgical teaching service and Step Down Unit]
  
```

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Intervention components

```

    graph TD
      A[Communication and teamwork resources] --- B[Staff education on communication]
      A --- C[Implementing interdisciplinary bedside rounds]
      B --- C
  
```

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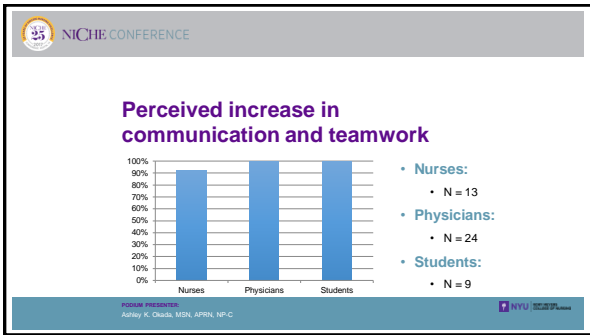
• **Teamwork score:**

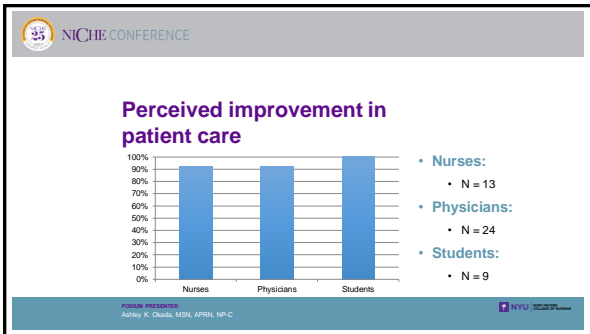
- January – March 2016
- N = 17
- Mean score = 95.6
- 6-point increase

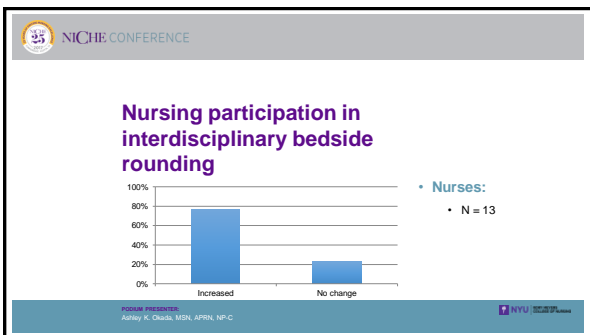
Category	Count	Percentage
Very Poor	0	0.0%
Poor	0	0.0%
Fair	0	0.0%
Good	3	17.7%
Very Good	14	82.4%

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What we learned

- **Positive outcomes:**
 - Improved patient perception of teamwork
 - Enhanced participation of nurses
 - Improved staff perception of communication, teamwork, and patient care
 - Positive perceptions of the work environment


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What we learned


- **Challenges and opportunities for sustainability:**
 - Medical staff rotate monthly
 - Variable experience levels in communication and teamwork
 - Time limitations due to multiple priorities


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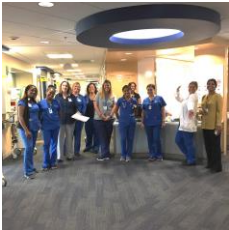
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What we learned



- **Addressing sustainability:**
 - Clinical Outcomes Leader
 - Monthly orientation and communication handout
 - COACH NP Geriatric Fellow
 - Daily nursing assignment sheet provided to medical teams
 - Nursing and clinical technician face sheet


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Thank you

- Questions?
 - Contact information:
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