

NICHE CONFERENCE

Our NICHE Journey to Exemplar Status

Baptist Hospital of Miami


APRIL 23, 2017
NYU

FOCUS PRESENTERS:
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Baptist Hospital of Miami

- Not-for-profit organization—728-bed hospital located in the suburbs of Miami
- 100 Bed Emergency Room
- Baptist Hospital is Baptist Health South Florida's largest facility and one of the region's most preferred and recognized medical centers
- Magnet 5th designation—almost
- Exemplar status NICHE
- U.S. News & World Report 2015-2016 Best Hospital Rankings—Baptist Hospital ranked #1 in the area



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Background

- Baptist Hospital age 65+ comprises 57.8% of all admissions
- BHM--no geriatricians or nurses specializing in geriatrics
- BHM GIAP results (5.72) indicated staff knowledge was below the national benchmark score of 5.82
- BHM staff attitude toward geriatric patients score (6.28) was lower than the national benchmark score of 6.32



THE START OF NICHE AT BHM

- The CNO noticed the older a patient was the more likely a negative outcome
- What would be an evidence-based course of action?
- Attended the Magnet Conference: a speaker said, "NICHE"
- Attended the AONE Conference: many speakers said, "NICHE"
- Googled it



THE CNO ACTION PLAN

- Investigated—website and lit review
- Gathered the nurse leaders and made the case
- Excitement!
- Shared it with the CEO and other system CNO's
- Shared it with the Board of Directors
- Secured the financial means in the budget
- Became a GRN



Timeline

- Commitment from CNO
- Determined structure and identified key stakeholders
- Develop vision and mission
- Identified pilot units
- Administer pre GIAP survey
- Pilot unit RNs & Clinical Partners began certification





Timeline

- Develop SPICES tool
- Developed IPOC & Interventions
- Developed structure for GRN rounds on pilot units using SPICE tool
- Planned for hospital wide rollout
- Administered Post GIAP





Mission and Vision

- **Mission:** Baptist Hospital of Miami provides and is recognized for compassionate, friendly, safe, holistic care in meeting the unique needs of our older adult community populations through: evidence based practices, specialized training, continuing education, and research.
- **Vision:** All patient 65-and-over to be given sensitive and exemplary care.



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SPPICES ASSESSMENT TOOL (PATIENT LABEL)

What would you like to be addressed? (NURSING/PHYSICIAN) (PHYSICIAN LABEL)
 What is important to you about your hospital stay?
 What would you like to have information about your hospital stay?

	ADDRESSING	NOT ADDRESSING	Not Done	Done
Sleep	<ul style="list-style-type: none"> Do you have trouble sleeping? How many hours do you sleep at night? Do you have any problems that you or nurses you get to sleep? Do you know what makes it difficult for you to sleep at night? Do you take any sleep aids? 			
Emotional Needs	<ul style="list-style-type: none"> How is your apartment? Do you have problems with pain? Do you have pain medicine? 			
Problems eating	<ul style="list-style-type: none"> How is your appetite? Do you have problems eating food or using utensils? Do you have trouble swallowing? Do you have trouble eating? Do you have trouble eating? 			
Activity	<ul style="list-style-type: none"> Do you have trouble moving, getting up, or getting out of bed? How often do you have a bowel movement? Do you have any problems that you or nurses you get to see the bathroom? How often do you get up to use the bathroom? Do you have any trouble hearing? 			
Communication	<ul style="list-style-type: none"> Do you have any trouble hearing? Do you have any problems that you or nurses you get to see the bathroom? How often do you get up to use the bathroom? Do you have any trouble hearing? 			
Ability	<ul style="list-style-type: none"> Do you have any trouble hearing? Do you have any problems that you or nurses you get to see the bathroom? How often do you get up to use the bathroom? Do you have any trouble hearing? 			
Other	<ul style="list-style-type: none"> Do you have any special labors or concerns? 			

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Patient Problems (IPOC) that can be activated related to SPPICES assessment findings

Sleep	
Emotional Needs	FEAR/ANXIETY
Activity	ACTIVITY (INTOLERANCE)
Neurological	IMPAIRED COMMUNICATION
Neurological	IMPAIRED SENSORY PERCEPTION
Neurological	IMPAIRED COGNITION

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3 Main SPPICES Intervention Ideas

Sleep

- Assess for sleep patterns.
- Provide a quiet environment.
- Use earplugs or white noise.
- Use eye masks.
- Use pillows to support the neck.

Pain

- Assess for pain levels.
- Provide pain relief as needed.
- Use pain medications as prescribed.
- Use non-pharmaceutical methods.

Communication

- Assess for hearing and vision.
- Use hearing aids if needed.
- Use large print materials.
- Use simple language.
- Use visual aids.

Problems Eating/Feeding

- Assess for appetite.
- Provide a quiet environment.
- Use a slow pace.
- Use small bites.
- Use soft textures.
- Use a spoon or fork as needed.
- Use a straw.
- Use a feeding tube if needed.
- Use a feeding pump.

Incontinence

- Assess for bladder control.
- Use incontinence pads.
- Use a catheter if needed.
- Use a bedpan if needed.
- Use a commode chair.

Evidence of Falls


- Assess for fall risk.
- Use fall prevention devices.
- Use a bed alarm.
- Use a chair alarm.
- Use a call light.
- Use a gait belt.
- Use a walker.
- Use a wheelchair.
- Use a shower chair.
- Use a toilet chair.

Skin Breakdowns


- Assess for skin integrity.
- Use skin protectants.
- Use a special mattress.
- Use a special pillow.
- Use a special blanket.
- Use a special sheet.
- Use a special drape.
- Use a special pad.
- Use a special insert.
- Use a special overlay.

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OUTCOMES




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GIAP Demographics: Description

	Your Hospital (n=319)	Peer Hospital by Teaching Status (n=1,163)	Peer Hospitals by Bed Size (n=1,879)	All Hospitals (n=13,149)
Female (%)	71.47%	79.64%	76.62%	76.77%
Average Age	40	40.1	41.4	42
Average Years in Profession	13.14	14.3	14.7	15.08
Average Years in Institution	9.94	10.01	8.97	10.04




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GIAP: Knowledge Scores 2014 vs 2016

	Your Hospital (n=319)	Peer Hospitals by Bed Size (n=1,879)
Total Knowledge		
2014	5.73*	5.82
2016	6.05	5.97
Knowledge about Pressure Ulcers		
2014	7.14	6.62
2016	7.55	6.74
Knowledge about Medications/sleep/Pain		
2014	5.28	5.27
2016	5.59	5.49
Knowledge about restraints & Falls		
2014	6.22	6.24
2016	6.84	6.48

Range of possible scores is 0 - 10 with 0 as worst and 10 as best.
 * The mean of the site surveyed (your hospital) is significantly different from the mean of this comparison group.



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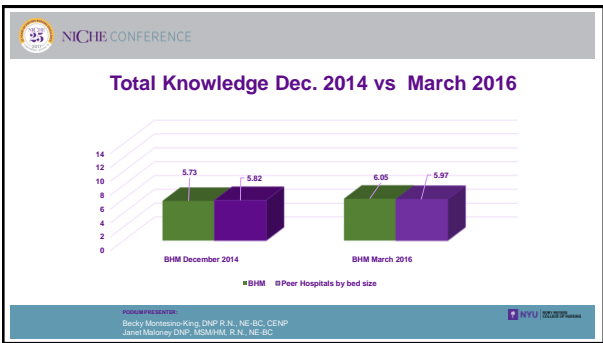
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	Your Hospital (n=319)	Peer Hospitals by Bed Size (n=3,979)
Knowledge about Functional Decline & Incontinence		
2014	5.61*	5.85
2016	5.57	6.00
Knowledge about Dementia & Delirium		
2014	4.69	5.19*
2016	4.96	5.43
Knowledge about Nutrition & Hydration		
2014	5.83	5.79
2016	6.36	5.86

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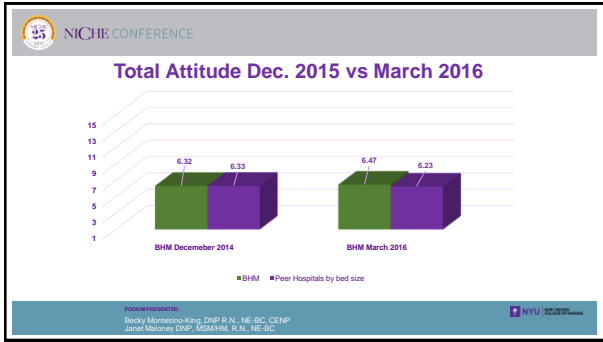
GIAP: Attitude Scores 2014 vs 2016

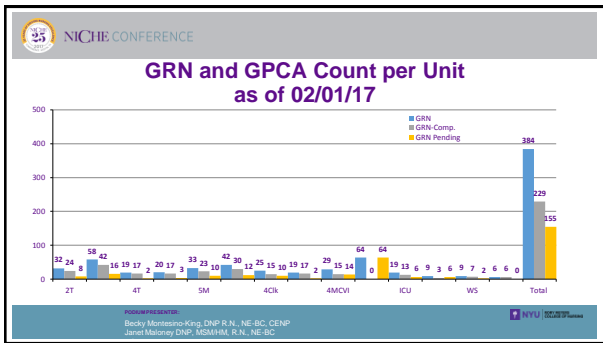
	Your Hospital (n=319)	Peer Hospitals by Bed Size (n=3,979)
Total Attitude		
2014	6.32*	6.33
2016	6.47	6.23
Attitude about evidence-based Approaches		
2014	6.97	6.72
2016	6.98	6.72
Attitudes about Restrictive Approaches		
2014	4.99	5.52
2016	5.65	5.47

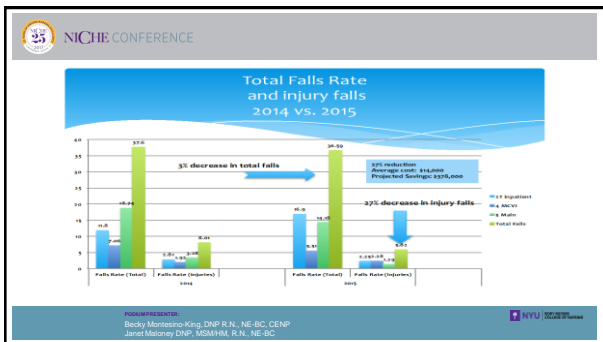
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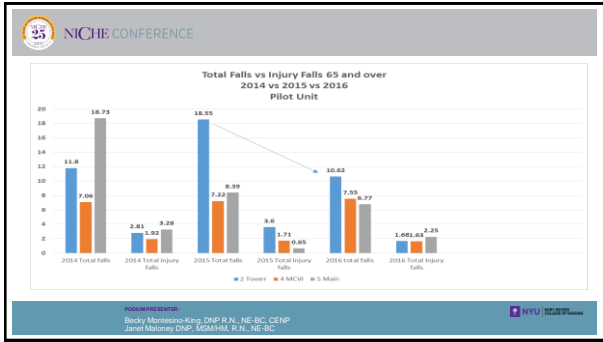
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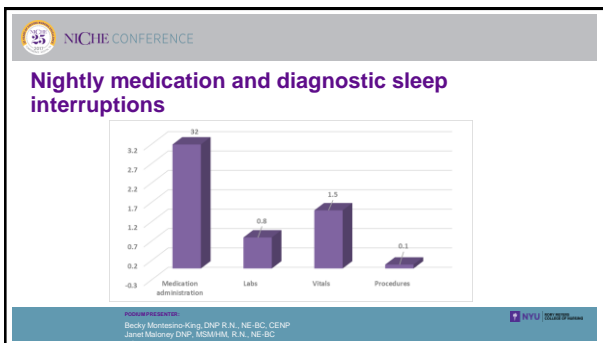
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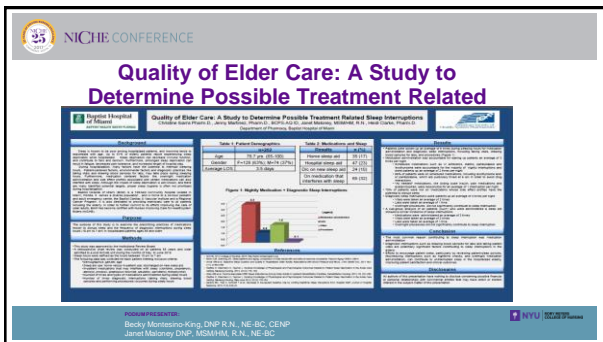














Conclusions

- Full-Time NICHE coordinator is essential to sustain the GRN model and track outcomes
- Using SPPICES tool and GIAP survey are effective in developing a culture around the older adult population
- GIAP provides insight and helps benchmark against other organizations to distinguish opportunities in knowledge and attitude
- Support of steering council is important in order to move the program forward
- Start with pilot units in order to have insight on how to move forward system wide

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