


NICHE CONFERENCE
NYU 



Reinvigorating NICHE: Simple but Focused Steps to Fan the Flames of Enthusiasm

Ronda Decker, MSN, RN
 Nurse Manager, GRN

Kathryn Pier, BSN, RN
 Strategic Services Associate, GRN
 Duke Raleigh Hospital



Duke Raleigh Hospital (DRaH)

Community hospital within Duke University Health System

- Licensed Beds: 186
- Medicare CMI: 2.07
- All Payor CMI: 2:06
- Avg LOS, Adult: 4.1d







NICHE CONFERENCE
Duke Nursing 

DRaH Awards & Recognitions



Joint Commission
 Certification for Total Joint
 and
 Stroke Programs



2016 Get With The Guidelines-
 Stroke Gold Plus Quality
 Achievement Award with
 Target: Stroke Honor Roll



High performing in:
 Abdominal Aortic
 Aneurysm Repair
 COPD
 Colon Cancer Surgery
 Heart Failure
 Hip Replacement
 Knee Replacement
 Lung Cancer Surgery



2016 TBJ Leaders in
 Diversity Award



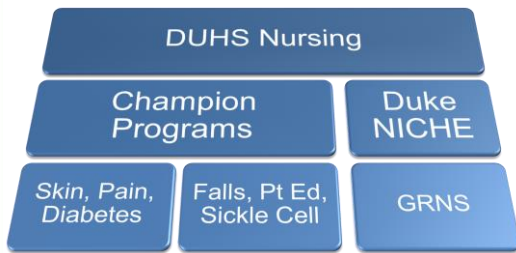
2016 Healthcare Equality
 Index Leader



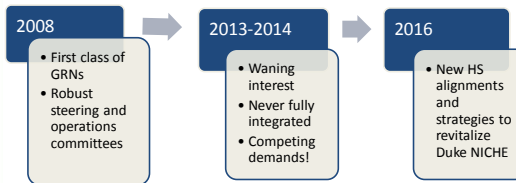
"A" in Patient Safety since 2013
 5 Consecutive Years of Best Value Award


NICHE CONFERENCE
Duke Nursing 

Duke NICHE Initial Structure



Duke NICHE



DRaH GRN Fire Starters



How do we create a more robust local program within the larger Duke NICHE program?

Informal Survey

Who: Nurses, Managers, AND GRNs

What we learned:

1. Most frontline nurses and managers did not know of Duke NICHE.
2. Of those who had "heard" of Duke NICHE, most did not know the role of a GRN.
3. Current GRNs did not have a sense of community.



Developing a Robust Local Program



Strengthening GRN "Community"

- Monthly local NICHE meetings
 - Consistent time and place
 - Virtual attendance enabled through webex
 - Minutes distributed within a day!
- In collaboration with healthsystem Duke NICHE:
 - Highlighted DRaH GRNs on common Sharepoints site
 - Promoted use of NICHE knowledge center



2016 Annual NICHE Conference



 NICHE CONFERENCE

 Duke Nursing

Engage Frontline Staff

- GRNs discussed NICHE and or gero-focused topic at monthly staff meetings.
- Established consistent email communications regarding upcoming webinars and workshops
- NICHE description and GRN development process included in Annual Nurse Competency Fair, as well as list of current GRNs.
- Knowledge Center access instructions also provided at competency fair.

 NICHE CONFERENCE

 Duke Nursing

Enhance Knowledge of NICHE Across DRaH

- NICHE traveling roadshow
 - GRNs volunteered to visit units and educate staff on NICHE and the role of GRNs.
- NICHE activities shared in the hospital newsletter, **The Pulse**, consistently.
 - Special emphasis on nurses attaining the GRN designation

 NICHE CONFERENCE

 Duke Nursing

Fanning the Flames of Enthusiasm: Evidence of Success

- Three firestarter GRNs to now 15 GRNs across DRaH and *growing*.



Congratulations

Fanning the Flames of Enthusiasm: Evidence of Success

- *Two* internally designated NICHE coordinators to share responsibilities.
- Monthly meetings now being attended by *non-GRNs*.
- Strong support of leadership to attend regional and national conferences.

4 nurses from *DRaH* here this week!

Developing a Robust Local Program



DRaH GRNs at Local Farmer's Market

Distributed information regarding:

- Falls prevention
- Preparing for hospitalizations
- Delirium prevention
- Preparing for discharge, questions to ask
- NICHE Patient-Family App



Fanning the Flames of Enthusiasm: Evidence of Success

- Poster presentation: Increasing Community Knowledge on Geriatric Care and Resources, Duke Center of the Study of Aging First Annual Education Retreat, September 2016
- *Our first presentation at NICHE Annual Conference! Re-invigorating NICHE!*

Stoking the Flames: *Next Steps*

- Participating in healthsystem Delirium Rapid Improvement Event.
- Collaborating with DUH and DRH NICHE coordinators to develop GPCA program.
- Collaborating with division of Geriatrics at DUH to pilot use of music for hospitalized elders.

Thank You

Acknowledgements

- Priscilla Ramseur, DNP, RN, CNOR, NEA-BC
 - Chief Nursing and Patient Care Services Officer
- Roy Hudson, MSN, BS, RN, CNML, NEA-BC
 - Associate Chief Nursing Officer
- Michael Spiritos, MD
 - Chief Medical Officer
- Tammi P. Hicks, MSN, RN, CEN
 - Assistant Director Staff Education & Professional Development
- Loretta Matters, MSN, RN
 - Director, Duke NICHE
