



NICHE CONFERENCE

Strengthening NICHE Through the Engagement of the Geriatric Resource Nurse

Lahey Hospital and Medical Center

APRIL 20, 2017
NYU

PROGRAM PRESENTER:
 Ariane Stoller, MS, RN, GCNS, ACNS-BC, CDP
 Geriatric Clinical Nurse Specialist and NICHE Program Leader


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Objectives

Upon completion of this presentation, the learner will be able to

- Discuss two strategies aimed at improving the implementation, growth and sustainment of the GRN Program.
- List two valuable GRN attributes which contribute to engaged GRNs.


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Lahey Hospital & Medical Center

- Located in Burlington, Massachusetts
- Teaching Hospital- Not-for Profit
- Total Beds – 335
- Inpatients >65 years old = >57% and growing
- NICHE Designation- Since January 2010



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Evolution of the NICHE Rollout- GRN Model

Components of NICHE Rollout

- E-learning
- Geriatric Rounding
- Initial Geriatric Risk Assessment
- Geriatric Plan of Care
- Confusion Assessment Method
- GRN Involvement

Time Frame

- 6 Months → 12 Weeks → 6 Weeks



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How We Began

Education

Pain

- Types of pain & pain assessment
- Consequences of unrelieved pain
- Pharmacological pain management

Constipation

- Risks and side effects of constipation
- Medications and co-morbidities related to constipation
- Major categories of laxatives

Delirium

- Characteristics, predisposing, and precipitating factors
- Treatment
- Description & application of Confusion Assessment Method (CAM) tool

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SPICES Assessment: Then and Now

Traditional Risk for Geriatric Syndrome for Patients 70 Years of Age and Older

S - Sensory deficit

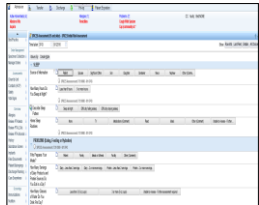
P - Poor nutrition

I - Incontinence


C - Confusion

E - Evidence of falls

S - Social isolation



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Our Foundation- The Geriatric Resource Nurse


GRN Involvement Grew Over Time

- Educated 50 GRNs in 2010
- Self selection of engaged GRNs
- Monthly meetings progressed to quarterly, then every other month
- Indirect involvement with the GRNs on the unit
- Collaborated with GRNs prior to rollout
- Roll out plan: Clarification of GRN role during NICHE education

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GRN Roles & Responsibilities


- NICHE leadership meeting: Review plan
- E-learnings with pre/post tests: Pain, Constipation, Delirium & CAM
- Supervise colleagues in performing SPICES and CAM
- Encourage use of "Things I'd Like You to Know about Me" poster
- Serve as content expert, educator & role model for peers



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GRN Attributes

GRNs:

- Have a **PASSION** for improving care for older adults
- Are **INDEPENDENT** in developing and implementing NICHE activities
- Always **PROMOTE** NICHE initiatives
- Are **ACTIVE** in seeking involvement
- Serve as **ADVOCATES** for older adults both during and after hospitalization

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Data, Measurement & Outcomes: How Were We Doing

GRN Survey

- Demographic – 1 Question
 - What area do you work?
- Quantitative – 5 Questions
 - How often are you asked geriatric specific questions by your peers?
 - How much do you feel the GRN/NICHE education has influenced your practice?
 - How satisfied are you with the education provided to become a GRN?
 - Are you considering taking the Gerontological Nursing Certification Exam?
 - In your role as a GRN, have you performed NICHE related functions, such as audits and peer education?

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Data, Measurement & Outcomes: How Were We Doing

GRN Survey

- Qualitative – 2 Questions
 - Describe at least one situation where you believe that being a GRN has positively impacted a patient interaction.
 - (Optional) Suggestions to strengthen/improve the GRN program.

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What Area Do You Work?

Q1 What area do you work?

Answer Choices	Percentage	Count
Working	50.00%	11
Other Care	25.00%	6
Advisory	25.00%	6
Other Specialty Department	0.00%	0
Total		23

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Quantitative Data

Q1. How often are you asked geriatric specific questions by your peers?

- 74% at least monthly with >34% weekly or daily


Q2. How much do you feel the GRN/NICHE education has influenced your practice?

- Average was 77% on a scale of 0-100

Q3. How satisfied are you with the education provided for you to become a GRN?

- Average was 89% on a scale of 0-100

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Quantitative Data


Q4. Are you considering taking the Gerontological Nursing Certification exam?

- 30% were interested and 9% already certified

Q5. In your role as a GRN, have you performed NICHE related functions, such as audits and peer education?

- 64% performed these functions

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Qualitative Data

Themes

- Medication Safety
- Delirium Knowledge and CAM Assessment
- Importance of SPICES
- Encourage Mobility
- Nonpharmacological Interventions to Improve Care
- Advocate for MOLST
- Patient and Family
- Quality Practice Improvement
- Empowerment

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Qualitative Data- Themes

Describe at least one situation where you believe that being a GRN has positively impacted a patient interaction.

Medication Safety <ul style="list-style-type: none"> Review meds Beers Criteria Assess renal clearance Start low and go slow Avoid Benadryl/Ativan Suggest Melatonin/Trazodone 	Importance of SPICES <ul style="list-style-type: none"> Evaluate and address sleep Address nutrition/hydration & provide mouth care Assess/prevent/treat for constipation
Delirium Knowledge and CAM Assessment <ul style="list-style-type: none"> Recognition & treatment Consideration of potential causes Intervene early 	Encourage Mobility <ul style="list-style-type: none"> MOVE For Health Need for patient to continue ADLs Encourage home routine
Nonpharmacological Interventions to Improve Care	Advocate for MOLST

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Qualitative Data- Themes

Patient and Family <ul style="list-style-type: none"> Education and direction Extra time for teaching and reassessment Explain care and treatments explicitly in a way they understand Talking with family Adapting education material 	Quality Practice Improvement <ul style="list-style-type: none"> Prevent hospital acquired conditions Awareness of Foley care and UTIs Better outcomes
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Qualitative Data- Themes

Empowerment

- Powerful
- Proactive
- Comfort
- Appreciated Resource for Peers
- Anticipate Needs
- New Confidence
- Valued Interdisciplinary Team Member





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Qualitative Data- Quote

"Difficult to describe just one situation, honestly. I feel it **impacts me every day** -I often tell patients/families that **I am the unit's GRN** and I find it **relaxes them to know** that someone with **geriatric experience** is caring for them/their family member."


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Qualitative Data- Themes

(Optional) Suggestions to strengthen/improve the GRN program


<p>Education</p> <ul style="list-style-type: none"> ■ Monthly meetings ■ Review polypharm with Pharmacy ■ Discuss evidence based practice ■ Half day of education ■ Offer CEUs ■ Refresher course ■ Allows time to speak with other GRNs 	<p>Practice</p> <ul style="list-style-type: none"> ■ Discuss evidence based practice ■ Best interview practices for older adults ■ More time for audits
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Qualitative Data- Quote

"I think the NICHE leaders have done an **excellent job with the program**. I say **keep up the good work!**"

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What Did We Learn

- Selection Process for New GRNs
 - Volunteer vs. Voluntold
 - Passive vs. Active Learners
 - Interests and Expectations
 - Professional Development




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How Did We Grow

- Redefined the role with recommitment letter
- Educator
 - Peer to peer
 - New hire NICHE education
- Delirium/SPICES audits
- Community involvement




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How Do We Sustain Growth?

- Select LHMC initiatives: Project champions
 - CAUTI
 - Workplace Violence
- Evidence based literature review poster for Nursing Research Day
- Participation in NICHE Interdisciplinary Steering Committee




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Next Steps

- 20 New GRNs
- GRN Co-Chair
 - Facilitate poster for Nursing Research Day
 - Literature review
 - Email GRNs
 - Organize meetings
 - Serve as presenter during GRN 2-day course



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Thank you!!!

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ADDS LIFE TO YEARS

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