

# Transforming Geriatric Nursing Care Through Role Enhancement in Non-Licensed Team Members

Lehigh Valley Health Network  
Allentown, Pennsylvania

**FORMER PRESENTER:**  
Tracee Heckman, MSN, CMSRN  
NICHE Coordinator

**APRIL 21, 2017** **NYU** **CCSP**

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## Lehigh Valley Health Network

- 8 campuses
- 1 Children's Hospital
- 160+ Physician Practices
- 17 Community Clinics
- 16 Health Centers
- 12 ExpressCARE Locations
- 81 Testing and Imaging Locations
- 18,000+ Employees
- 2,005 Physicians
- 4,208 Registered Nurses
- 57,272 Admissions
- 212,897 ED visits
- 1,838 Acute Care Beds

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## Quality Milestones

2010	2011	2012	2013-2014	2015-2016
<ul style="list-style-type: none"> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> </ul>	<ul style="list-style-type: none"> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> </ul>	<ul style="list-style-type: none"> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> </ul>	<ul style="list-style-type: none"> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> </ul>	<ul style="list-style-type: none"> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> <li>Achieved a 5-Star Rating for the first time in the U.S. with the highest of 5 stars</li> </ul>

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 NICHE CONFERENCE

### Objectives

- Gain pragmatic knowledge of structures and processes to deliver the NICHE GPCA course
- Discuss tactics to facilitate non-licensed staff member role enhancement through skill acquisition

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### NICHE Journey at Lehigh Valley Health Network

- Medicare collaborative
- Geriatrician as driver
- Pilot units – 2010
- Currently
  - 150 Geriatric Resource Nurses
  - 15 units
- “Senior-Friendly” status, LVH-Cedar Crest 2016-2017
- “Progressive” status, LVH-Muhlenberg 2016-2017

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### Opportunities

- Underutilization of the Geriatric Patient Care Associate (GPCA) curriculum
  - 4 units
  - 20 staff
- Learning assessment identified need
- No formal continuing education programming for non-licensed staff



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### Barriers to education for non-licensed staff

- Time
- Varying shifts
- Lack of knowledge of electronic learning availability
- Intimidation of electronic learning
- Two different non-licensed staff roles
  - Nursing Assistants (Technical Partners)
  - Sitters (Patient Observation Attendants)

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### Preparation

- Leadership engagement
- Responsibility assigned to float pool educators
  - GRN certified
  - Passion for the subject

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### Education Tactics

- 17 modules of GPCA course adapted for instructor-led, 1-hour sessions → 10 total hours
- Each session offered 5 x per month
- Different sessions monthly
- Prioritization of modules aligned with network goals
- Interdisciplinary involvement



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### Delivery of Education

- **New Hires**
  - Receive 2 GPCA instructor-led modules – Delirium & Dementia – in orientation
  - Attend all other instructor-led modules following orientation, and/or
  - Complete electronic modules
- **Existing staff**
  - Attend monthly instructor-led modules
  - Complete electronic modules

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### Engagement

- Personal, professional development goal within annual incentivized performance appraisal
- Recognition at monthly float pool unit meetings
- Salary paid to attend education beyond scheduled shift

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### Outcomes – New Hires

- Program initiated May, 2016
- Over 150 learners received delirium and dementia education
  - 90% of learners felt their knowledge improved to above average related to the topics
  - 90% of the learners felt that the topics were new knowledge and ideas to them
  - Learners felt they could incorporate into practice
    - Care/communication
    - Understanding the syndromes and differences between the two

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### Qualitative Comments

- "Providing past experiences allowed us to relate"
- "I liked that you didn't sugar coat the topic and told your personal stories"
- "Great information, well presented, very interesting"
- "I enjoyed the education and additional information on where to continue learning about Geriatrics"

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### Outcomes – Existing Employees

- 5 different modules offered to date
- 50 total attendees



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### Qualitative Results

- "The most important thing that I took away from the first class on preventing pressure ulcers is that I was not turning patients far enough over on their sides to keep them off their buttocks"
- "Incorporating the different therapies has been terrific"
- "I am watching for signs of skin breakdown, keeping patients alert with sleep deprivation"

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### Learner Requests

- More simulation experiences
- Videos and case scenarios from experts
- Additional GPCA modules during orientation

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### Valuable Insight

- Patient Observation Assistants yearn for education to help them care for their patients




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### Next Steps

- Encourage participation by technical partners throughout the network
- Involve more unit-based educators to present instructor-led modules
- Share and promote program and outcomes throughout the network

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## QUESTIONS?

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