

NICHE CONFERENCE

Silver Guardians: a Nursing Assistant Program

Morristown Medical Center
 Morristown, New Jersey

APRIL 22, 2023
NYU | SCSEP

PROGRAM PRESENTER:
 Rachael Santos, MSN, RN, CDP, GNP-BC
 NICHE Coordinator


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Objectives:

- Discuss the steps in developing a Nursing Assistant Program called "Silver Guardian"
- Discuss the benefits of a Silver Guardian Program in improving knowledge, attitude and staff satisfaction

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Morristown Medical Center

- Established in 1892, 125 years strong
- 678 bed facility
- Non-Profit organization
- Part of Atlantic Health System and Atlantic ACO
- Level I Regional Trauma Center
- Teaching hospital
- Leader LGBT Healthcare Equality
- Magnet designated Facility since 2001
- NICHE Designated: 2011 - present
- NICHE Exemplar Status: 2014 – present
- Multiple awards and accreditations



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Steps to Program Creation

- Identify the need
- Obtain ideas, suggestions, interests from everyone
- Create a plan: application process, criteria for selection, etc.
- Obtain source of funding
- Book rooms, keep time/location consistent
- Market your program to everyone
- Start with a kick-off
- Include food at all events
- End with a formalized graduation & recognition

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Atlantic Health System: Trusted Network of Caring

Our passion for care transcends as that all within our system ensure that together quality care delivered at the right time, at the right place and at the right cost. You are supported by a network of trusted providers of caring.

With over 100 hospitals and 400,000 employees, we are the largest health care system in the Northeast.

We create from a place of strength and grace.

Our commitment is to help you live better. Our commitment is to help you live better.

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What's the Silver Guardian Program?

- Six month educational opportunity for select full time or part time career nursing assistants interested in expanding their knowledge and role as a geriatric specialist.
- Program Kick off: one day Certified Dementia Practitioner program for all candidates, national certification good for two years.
- Monthly topics focused on care of the older adults.
- A full graduation ceremony ended the program.
- The graduate received a Silver Guardian Nursing Assistant pin and Completion certificate indicating specialized education in geriatric care.

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What was taught?

- Month 1: Certified Dementia Practitioner Program
- Succeeding five months of 2 hour classes with lunch:
- Month 2: Pre-test, Age related changes & Virtual Dementia Tour
- Month 3: Psychological & Behavioral challenges
- Month 4: Nutrition, Skin, Bowel & Bladder challenges
- Month 5: Functional Mobility, Safety & Infection Control
- Month 6: Quality of Life, Spiritual Needs, Self-Care, Post-test

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What was measured?

- Assessment of Knowledge & Attitude
- Pre & Post Test Format
- Results were compared
- Open Forum/Testimonies

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Our Results

Category	Pre Test	Post Test
Knowledge	85	94
Attitudes	64	91

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Graduation Day

- Utilized the hospital's board room for event
- Chief Nursing Officer, Managers, Peers, Magnet/Nursing Education and Research staff and candidates' significant others were invited
- Formalized Program with lunch and celebratory cake
- Awarding of Certificates of completion and Silver Guardian pins
- Open forum questions:
 - Please share what benefited you the most in the program?
 - What will you do differently from now on?
 - What can we do to improve the program?
- Pictorial at the end





Feedback

- "Enjoyed the field trip and experiencing the Virtual Dementia Tour"
- "I am amazed at the freedom of the Dementia patient in an ALF vs. Acute Care/ED"
- "I want to see the experience of a patient in Hospital from ED to discharge"
- "We felt important/valued more with the program"
- "I will champion geriatric and share it with peers and new staff"
- "I will talk it up to others to enroll in future programs"
- "I want follow-up training and meetings for the newly graduated Silver Guardians"
- "I loved the program and want more"
- "We will attend other training to increase knowledge"
- "I am thankful for having received the CDP and graduated to be a Silver Guardian"
- "For future, we can have themes for different programs: psychiatric/behavioral issue patients, orthopedics, surgical, etc."





What have we achieved?

- Improvement in Knowledge
- Improvement in Attitudes
- Silver Guardian Champions
- Elevated the role of the Nursing Assistants
- Created leaders at the bedside
- Bedside teachers/models
- Increased staff satisfaction



Future Plans

- Focus on specialty areas per identified staff needs
- Behavioral & Psychological Issues in Care of the elderly (2017)
- Kick off: Certified Dementia Program in April/May
- Created a team that includes:
 - ED Geriatric NP
 - NICHE Coordinator/Med Renal Geriatric NP
 - Neuro/Psyche CNS
 - Behavioral Health Coordinator/HELP program
 - Management

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Our 2016 Silver Guardian Graduates



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