
NICHE CONFERENCE


Enhancing Staffs' Geriatric Expertise and Empathy Utilizing Videography

UnityPoint Health St. Luke's Hospital
 Cedar Rapids, Iowa

APRIL 22, 2017
NYU SCEDP

FOCUS PRESENTER:
 Peg Bracke, MA, RN
 Vice President Post-Acute Services


FOCUS PRESENTER:
 Barb Haeder, MSN, RN
 Advanced Practice Nurse


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UnityPoint Health Cedar Rapids – St. Luke's Hospital Senior Affiliate in the UnityPoint Health System

- Private, 532 Bed Hospital
- Regional Integrated Care Delivery System, own and operate the full continuum of care
- Network of primary care and specialty providers
- Part of the Multi-state UnityPoint Accountable Care Organization- Medicare Next Generation
- Level III Trauma Center
- Mayo Clinic Care Network Member since 2014


- Magnet Designated – 2009, 2014
- Disease Specific Certification in Heart Failure, Primary Stroke, Total Joints and Chest Pain
- NICHE designated since 2015
- Truven Top 100 Hospital – 6-time
- Truven Top 50 Cardiovascular Program – 6-time
- Named to Becker's list of 100 Hospitals & Health Systems with Great Heart Programs



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NICHE Education 2015 – Spring and Fall Class

Geriatric Resource Team (GRT)

Multidisciplinary - Care Coordination, Home Health, Nursing, Pharmacy, Physical Therapy, Respiratory Therapy, Social Work

Cross-continuum - Behavioral Health, Emergency Room, Cardiology Clinic, Hospital Inpatient, LTACH, Rehabilitation, Skilled Facility

Patient Care Technician - (Fall class only)

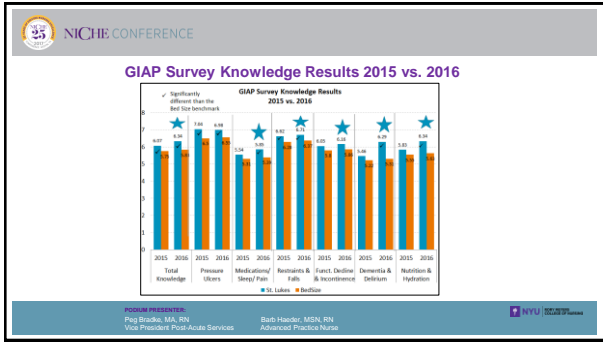
Multidisciplinary - Patient Care Techs, House Float/IV Therapy, Physical Therapy Assistant, Environmental Services

Cross-continuum - Behavioral Health, Hospital Inpatient, LTACH, Skilled Facility

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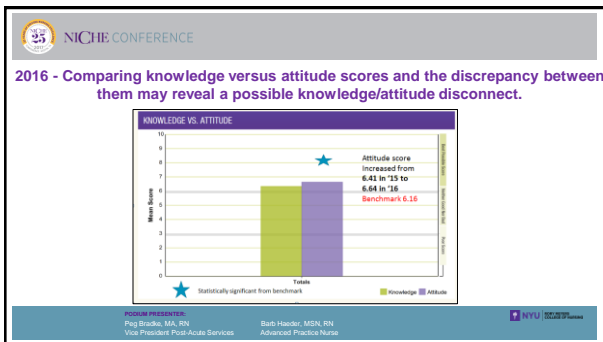
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GIAP Summary...

Positive scores are seen in the NICHE survey, each category exceeds the NICHE bed size benchmark and falls into the Best Possible Score range, with the exception of medications/sleep/pain which is at the very top of neither good nor bad

- Knowledge:
 - 2015 and 2016 statistically better scores are seen in:
 - Total knowledge
 - Pressure Ulcers
 - Restraints and falls
 - 2016 statistically better scores are seen in:
 - Medications/sleep/pain
 - Dementia and delirium
 - Nutrition and hydration
 - Not statistically significant, but better than the benchmark:
 - Functional decline and incontinence


Presenters: Pegg Bradley, MA, RN, Vice President Post-Acute Services; Barb Haeder, MSN, RN, Advanced Practice Nurse




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...GIAP Summary


- Attitude
 - 2016 score statistically better than 2015 and Benchmark:
- Total Knowledge and Total Attitude scores are similar
- Professional Issues
 - All categories are statistically better than the benchmark
 - Three fall into the "Best Possible Score" range
 - Disagreements among staff about Older Adult Treatment
 - Disagreements between Staff/Patient/Family about Older Adult Treatment
 - Burden of Behavioral Problems
 - (drop from 2.56 in 2015 to 2.25 in 2016; benchmark 2.79)

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2016

- Great interest in class by frontline staff



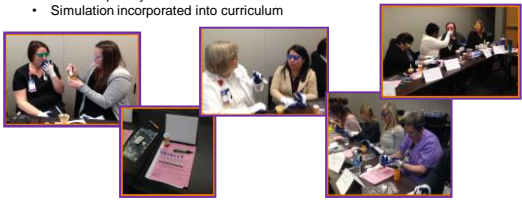
- Challenge in accommodating interest with budget and resource constraints
- Received Grant money to facilitate a professional videographer to produce the NICHE video
- Development of educational video to spread NICHE concepts and create greater awareness, empathy and understanding of the specialized needs in the older population


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NICHE Education 2016 – Spring GRT Class (video source)

- Multidisciplinary and Cross Continuum
- Simulation incorporated into curriculum



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Sensory Loss Simulation Kit





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Clip 1

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NICHE Education 2016 – Sensory Loss Simulation incorporated into:


- Patient Care Tech Competencies
- Post-Acute Services (Home Care and Community Hospice) Competencies





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Clip 2





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Clip 3



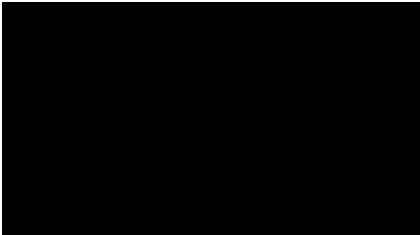

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Clip 4



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Question:

What did you like best about this course?

- This course really opened my eyes to the daily struggles our patients experience. I am so enlightened.
- The demonstrations were great!
- Having another person feed you; really makes you feel helpless.
- The course made it feel like a real experience.
- I enjoyed learning from each specialty on topics involved with caring for elders.

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Question...

Thinking back at your greatest learnings as you went through this course, what would be the one or two things you think we should focus on in regards to the care of the geriatric population?

- Be more patient and really listen to them. Giving extra time and also letting them know I have time for them is important. Understanding the frustration our patients feel.
- Talking outside of a person's sight can create confusion – speak so you can be seen.
- Recognize how difficult ordinary tasks can be when you lack full sensory input.
- As a caregiver to my mom, there was a lot of helpful information to me. I think this course was very informative and very good course for everyone to take.

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...Question

Thinking back at your greatest learnings as you went through this course, what would be the one or two things you think we should focus on in regards to the care of the geriatric population?


- Making sure we slow down when interacting with patients and their family.
- Medication interactions, side effects and contraindications.
- Sitting down to talk with them. They are thinking you are in a hurry when you stand to educate.
- Keeping patients as active as possible.

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NICHE Educational Video


Sensory Loss/Simulation




Delirium




Medications



Functional Decline





Family Caregiving



FROM PRESENTATION
 Peg Bracke, MA, RN
 Vice President Post-Acute Services

FROM PRESENTATION
 Barb Haeder, MSN, RN
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Video to be shown at:

- Patient Care Practice Council
- Patient Care Department Staff Meetings
- Mount Mercy University – Baccalaureate Nursing: Senior Nursing Students

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NICHE Video Feedback from Patient Care Practice Council


Key Learnings...

- The geriatric person needs to be honored and valued.
- Increased empathy related to sensory deficits.
- Slow down when working with the older adult.
- Focus on one thing at a time.
- Decrease extra distracting factors/stimuli in room when teaching or giving meds.

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...Key Learnings


- Medications are processed differently in older adults
- It's wonderful to hear from a caretaker. Important to include and support the care givers
- We all need the reminder of what it feels like as the older patient and caregiver
- Everyone should be required to try what the people in the video did at hospital orientation!


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Key learnings from Mount Mercy University Senior Nursing Students





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UnityPoint Health St. Luke's Hospital "NICHE" Mission Statement

***"To give the care to our older adults
that we would like our loved ones to receive."***



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In Acknowledgement and Appreciation

NICHE Program/New York University
Practice Change Leader Enhancement Award
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ROSE PROFFER

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