

2015-2016 NURSES IMPROVING CARE FOR HEALTHSYSTEM ELDERS (NICHE) PROGRAM

SUMMARY

St. Luke's recognizes that older adult patients have specialized needs and that patient and family centered care is imperative to creating a positive experience for the older adult patient. NICHE is the leading national nurse driven program designed to help hospitals and healthcare organizations improve the care of older adults. NICHE, based at NYU College of Nursing, has over 680 hospitals and healthcare facilities in 46 states, Canada, Bermuda, and Singapore included in its program. After thorough exploration and evaluation of the program, St. Luke's joined NICHE becoming officially designated in January

HIGHLIGHTS

- Each of our 6 network hospitals is individually NICHE designated.
- St. Luke's NICHE Vision Statement: "To be recognized by our communities as a health care network which is highly skilled in providing integrated clinical and supportive care directed at the unique and sensitive needs of older patients and their caregivers".
- RNs and Patient Care Assistants from across the network have completed the NICHE Geriatric Resource Education and St. Luke's older adult sensitization workshops. Non-nursing staff receiving NICHE information and sensitization experiences.
- NICHE Community Advisory Boards are being implemented at each campus. The councils include older adult community members, caregivers, elder care organizations, clergy and EMS to promote a patient-centered approach by including seniors and their families in the evaluation and planning of SLUHN NICHE/senior programs and services.
- Related Network Performance Improvement Activities:
 - ⇒ Reducing Polypharmacy in Older Adult Patients (started 2011 and is ongoing)
 - ⇒ Reducing Falls (started 2013 and is ongoing)
 - ⇒ Effective Ambulation and Reducing Deconditioning (started 2014 and is ongoing)
 - ⇒ Reducing Pressure Ulcers (started 2015 and is ongoing)
 - ⇒ Prevention, Early Detection and Treatment of Delirium (started 2015 and is ongoing)
 - ⇒ Development of a Trauma Geriatric Clinical Management Guideline (started 2014 and ongoing)
 - ⇒ Senior Surgical Services Program with goal of improving older adult patient
 - ⇒ Outcomes (started 2014 and ongoing)
 - ⇒ Older Adult Pain Management (started 2016 and ongoing)

SUCCESSSES

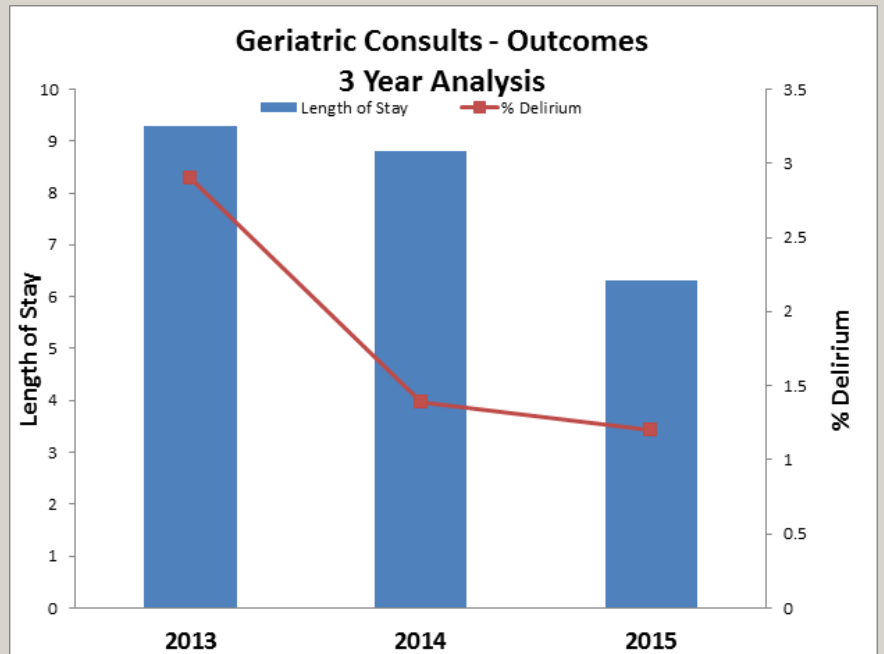
⇒ Sustained reduction in fall rates

Fiscal Year	Network Fall Rate/1000 patient days
2013	3.87
2014	3.21
2015	3.02
2016	2.99

⇒ Decrease in delirium and length of stay in older adult patients with trauma

⇒ Improved older adult outcomes in 303 patient Senior Surgery Services Program study.

⇒ St. Luke’s University Hospital earned a level 3 “Sr. Friendly” NICHE designation after just two years in the program.



Outcome measure	% Improvement
Readmissions	58.88%
PE/VTE	51.69%
Post-op Pneumonia	27.53%
Delirium	49.59%
Falls	100%

CHALLENGES & NEXT STEPS

The major challenge of our NICHE initiative is to achieve a sustained culture where the importance of identifying and meeting the specialized needs of older patients and their caregivers is committed to at all levels and across the entire care team. Using the NICHE organization’s methodologies and resources, St. Luke’s University Health Network is well on its way.



Report Submitted in 2016