



# NURSES IMPROVING CARE FOR HEALTHSYSTEM ELDERS

## 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. Nurses Improving Care for Healthsystem Elders (NICHE) Program 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 2014.

## HIGHLIGHTS

- ⇒ Each of our 6 network hospitals is individually NICHE designated.
- ⇒ Developed 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.

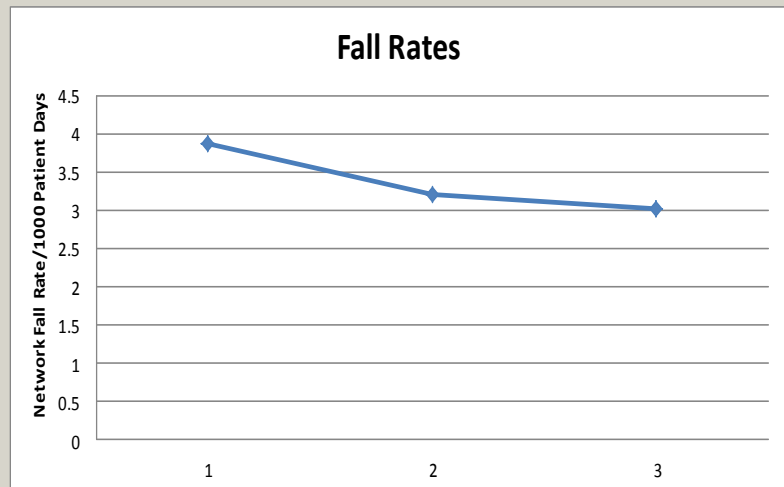
### Related Network Performance Improvement Activities

- \* Reducing Polypharmacy in Older Adult Patients (started 2015 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)
- \* Reducing Delirium (started 2015 and is ongoing)

## SUCCESSES

⇒ Sustained Fall Reduction rates

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



- ⇒ Conducted network-wide Geriatric Institutional Assessment summer of 2014 to determine baseline staff attitude and knowledge levels. Assessment was conducted with all disciplines including physicians. The NICHE organization set a target goal of 40% completion and was astounded by our 70% completion rate. This survey provided information to help us target specific needs. Overall results proved very positive in comparison to the NICHE benchmarks indicating the many strengths upon which we can build.
- ⇒ Poster presentation accepted for 2015 NICHE National Conference, “Energizing Beginner NICHE Resource RNs and PCAs: An Innovative Educational Approach”.
- ⇒ Developed “St. Luke’s NICHE Program” video viewed by over 1100 employees across network. National NICHE organization using video as an example of how to spread the word about the importance of improving knowledge and skills in caring for older adults.
- ⇒ St. Luke’s University Hospital earned a level 3 “Senior Friendly” NICHE designation after just two years in the program.

## 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.



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