

to the Older Adult Population

Hazen Yu, MBA, BSN, RN, Jennifer Ochs, MSN, RN, SCRNP, CDP, Gisselle Mealia, BSN, RN, Elana Joyce, DNP, ANP-BC, NE-BC, Iryna Shpott, MSN, RN, Tiffany Triano, MSN, RN

NICHE + Nebraska Methodist Hosp
Regional Geriatric Nursing Confere

Background

The pandemic significantly impacted healthcare, leading to limited training and experience of novice nurses, resulting in challenges in the delivery of care to the complex older adult. Consequently, quality outcomes, and patient overall experience declined, and led to higher levels of hospital acquired injuries; pressure injuries, CLABSIs, CAUTIs, falls, and increased length of stay. Focusing on initiatives that are related to FoC such as compassionate connected care training, bedside shift report, purposeful interval rounding, and implementing oral care and progressive mobility programs will help us achieve the quality outcomes we seek.

Purpos

The purpose of this project is to improve the delivery of care and overall engagement with patients that has become breached due to the complexity of care of the older adults. Equitable health care has been obscured due to nurses focusing on completing and competing tasks. Applying the FoC framework improves:

- Improved Hospital Acquire Injuries
- Improved Patient Experience
- Improved communication/connection with patients & families

Outcomes/Result

A strong correlation exists between embedding the Framework throughout the organization and improved quality outcomes. For example, communication with nurses rose from 34th percentile in quarter 1 of 2024 to 63rd percentile by the end of quarter 2, with a top box score of 81.59%. Response of hospital staff rose from 17th percentile the end of 2023 with a YTD of 58%. Pressure injuries decreased from 14 in 2023 to 4 YTD. There were 5 CAUTIs in 2023 and 0 YTD. There were 12 falls and 4 falls with injury in 2023 and 8 falls and 2 falls with injury YTD

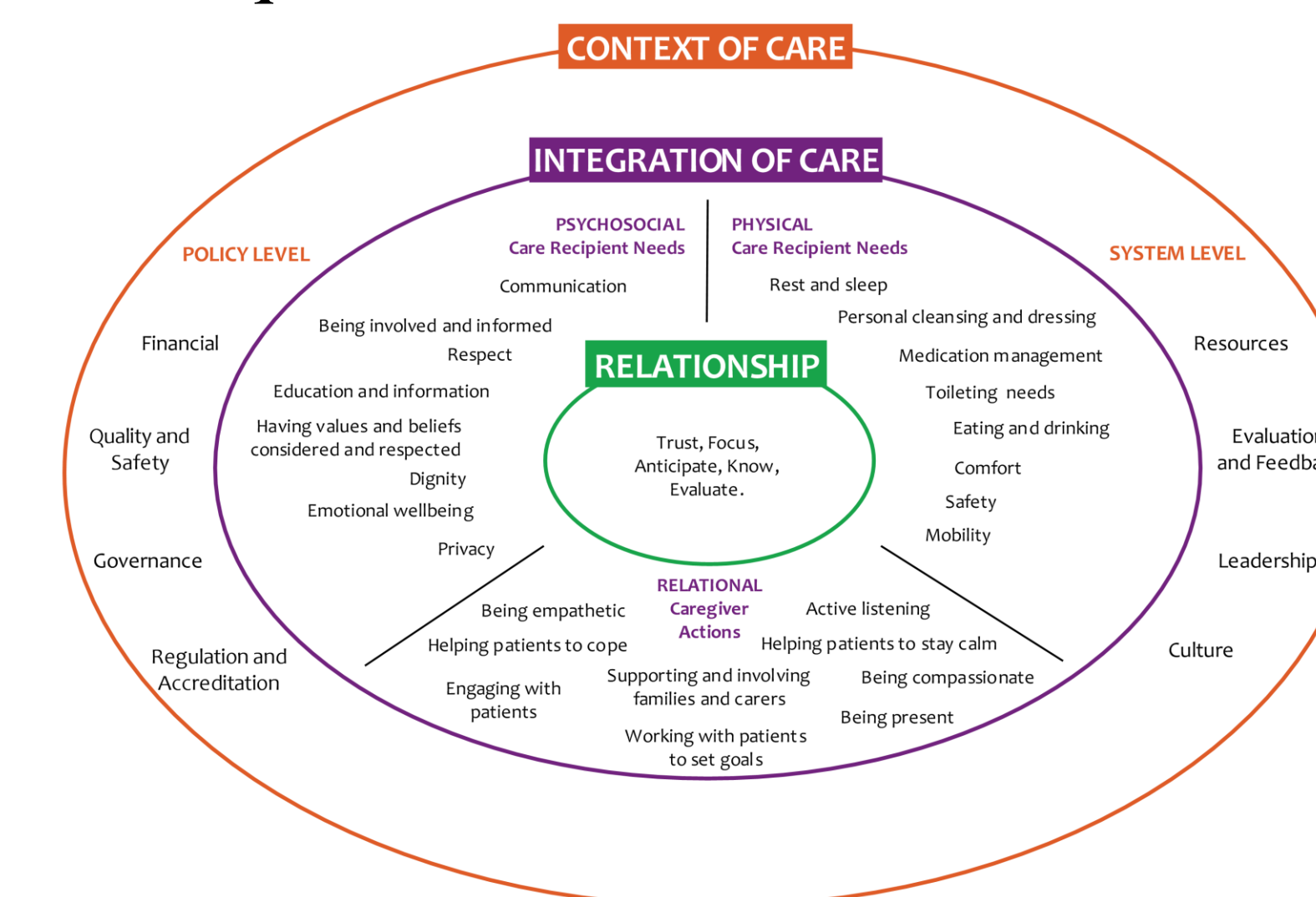
Methods

FoC framework is used as a guide for onboarding RN Residents and our Preceptor Training Program, and later expanded to include nurse externs and foreign graduate nurses. Several methods utilized:

- Discuss real case-based scenario with staff
- Purposeful interval rounding/Leadership rounding
- Bed-side shift report – Handoff
- Alignment of the FoC Framework to Age-Friendly HealthSystem & NICHE Practice Models,
- Alignment with compassionate connected care education presented by the patient experience team.

Conclusion

Integrating the FoC Framework has a positive impact on patient experience, the prevention and reduction of hospital acquired injuries and provides equitable care for the older adult.



Next Steps/Future Research

Next steps include:

- Integrate the FoC into policies, procedures, and competencies.
- Expand the Age-Friendly Health System Initiative and Nurses Improving Care in HealthSystem Elders (NICHE) practice models throughout the organization.
- Education on the FoC, 4M's, and providing a geriatric care course to all team members including but not limited to nurses, patient care technicians, health unit coordinators, and members of the interdisciplinary care team.