Problem

- Some patients admitted to hospital for acute medical or surgical care have challenging behaviors due to comorbid mental health issues
- These behaviors include aggression, agitation, wandering, impulsivity, and resistance-to-care
- Our Geriatric Institutional Assessment Profile (GIAP) measure of the burden of caring for patients with behavioral issues was significantly higher than other hospitals and worsened from 2010 to 2011
- The presence of these behaviors:
  - Increases the risk of unintentional patient/staff harm
  - Leads to restraint and constant care use
  - Compromises care delivery
- To better meet the needs of patients and nurses, the Behavioral Optimization and Outcome Support Team (BOOST) was developed

Local Context

- Mount Sinai Hospital is a 472 bed academic tertiary care hospital in Toronto, Canada
- Patient and staff safety is addressed by multiple departments and initiatives
- Several psychiatric consultation-liaison teams provide support for patients hospitalized for medical and surgical care
- Innovative hospital policy allows proactive consultation if high-risk criteria are present

The BOOST Model

- **Who needs help?**
  - Patients with Behavioral Issues
  - Nurses struggling to provide medical or surgical care
- **How is BOOST triggered?**
  - Referral Sources:
    - Automated Report
    - Nursing Staff Request
    - Incident Reports
- **Types of Behaviors**
  - Include: Aggression, Resistance to Care, Wandering, and Impulsivity
- **What does BOOST do?**
  - BOOST is staffed by Advanced Practice Nurses, who provide:
    - Standardized Assessment
    - Patient-Specific Nursing Care Plan
    - Coaching for Nursing Staff to Implement Care Plan
    - Determine Indications for Psychiatrist Involvement for Diagnosis, Treatment & Pharmacologic Management

BOOST Activities

Data for July through December 2014:

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<th>Referral source</th>
<th>Number</th>
<th>Action</th>
<th>Number</th>
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<td>BOOST consult</td>
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<tr>
<td></td>
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<td>Arrange consultation by</td>
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<td></td>
<td></td>
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<td>BOOST and psychiatrist</td>
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<td>Automated report of patients with aggressive behavior</td>
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1. The main reasons for nursing staff requests for help from BOOST are aggression, agitation, delirium, and constant care/restraints
2. The most common reasons for no action: imminent discharge, incident report about an outpatient or psychiatric visit

Evaluation and Lessons Learned

- The BOOST model provides support to patients and their nurses
- Through surveys, 72% of respondents felt that BOOST and the psychiatric teams contributed to feelings of better safety at work, with the features that contributed the most to these feelings identified as patient care plans, Clinical Nurse Specialist support, proactive consultation, and debriefs after challenging patients
- The GIAP measure of burden of behavioral issues showed a statistically significant improvement post-implementation (from 4.6 to 4.2)
- The automated safety report has identified many patients in need of BOOST support and, thus, despite the high rate of false positives it has been a useful strategy for case-finding

For More Information:

Please email or call Carla Loftus, 416-586-4800 x7292 cloftus@mtsinai.on.ca

Giving Nurses and Patients a “BOOST”

An Innovative Model of Support for Nurses Caring for Elderly Patients with Challenging Behaviors

Mavis Afriyie-Boateng RN, MN, Jocelyn Bennett RN, MScN, Carla Loftus RN, MN, Natasha Persaud RN, MN, CPMH(C), & Lesley Wiesenfeld MD, MHCM, FRCPc

Mount Sinai Hospital, Toronto