Putting Geriatric Emergency Nursing Education into Practice

Disclosure:
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- Employed by the Emergency Nurses Association

Learning Outcome:
- The purpose of this activity is to enable the learner to:
  - Discuss the incorporation of the Geriatric Emergency Nursing Education course into an organization’s nursing development plan for the emergency department nursing staff
Why specialized geriatric nursing education for the emergency department?

- Emergency departments are facing the challenge of serving an aging population –
  - People ages 65 and older are increasingly in need of emergency care
  - From 2010 to 2050, the rise in the US population of people 65 and older will more than double; those 85 and older will more than triple
  - Elders require complex and specialized assessments

Why focus on the ED for geriatric care?

- Majority of ED and hospitalized patients are 65 years old and older
- Many older adults visit the ED more than other age groups
- May request ambulances more frequently
- May use the ED as proxy for their primary medical provider
- Increased complex testing required for multiple medical conditions
- Shortage of primary care providers and geriatricians

The ED nurse plays a variety of roles for the geriatric patient:

- **Clinician:**
  - Understand the atypical presentations of older adults
  - Become familiar with age related changes
- **Educator:**
  - Provide information to patient and caregiver/family
- **Coordinator:**
  - Assistance in transition back to home or facility
  - Provide supportive resources and contacts
ED nurses may have a gap in knowledge related to the care of older adults
  • Specific nursing assessments of older adults
  • Age related changes
  • Atypical presentations
  • Community supports

ENA saw a need for specialized education for older adults in the ED
  • Historical development of the GENE course for emergency nurses
    — Live course for nurses was first developed in 2004
    — 2012 committee formed to revise course content into an online format for wider distribution

What else was happening?
  • First ENA position paper on “Care of Older Adults in the Emergency Setting”
  • Society for Academic Emergency Medicine
  • Position statement from National Gerontological Association (NGNA)
  • American College of Emergency Physicians
  • American Geriatric Society
What other challenges do ED nurses have in caring for patients?

- Busy department
- Shortage of staffing
- Other critical/acute situations
- Physical facilities

What is Geriatric Emergency Nursing Education?

- Completely online – with 24/7 access
- Group/institutional purchases
- Pricing for NICHE organizations
- Individual purchase
- Comprised of 17 modules
- Interactive components
- Live links to other resources
- Provides 15.21 contact hours of CNE
- Geriatric evidence-based research
- Best practices for care of older adults

Topics included in the GENE course:

- Assessment of the older adult in the ED
- Environmental & toxicological emergencies
- Infectious diseases
- Complete review of systems
- Mental health
- Pain management
- Trauma and falls
What do nurses say about GENE?
• Nurses are much more comfortable taking care of older adults
• They have a higher level of awareness of the age-related changes, especially with regard to atypical presentations
• Being able to better distinguish between dementia and delirium
• Developing a greater sensitivity to needs for support – family, caregiver, community

Other Benefits
• Recognition of polypharmacy use and potential complications
• Identify unsafe situations
• End-of life support and care
• Recognition of complex needs
• Increased confidence

Successful strategies for EDs using GENE
• Education for emergency nurses working within NICHE organizations – can improve patient flow and clinical outcomes
• Geriatric Emergency Department Guidelines – supported by the American College of Emergency Physicians, American Geriatric Society, Emergency Nurses Association, and Society for Academic Emergency Medicine
• Create new systems, policies, procedures to provide optimal outcomes and reductions in admissions/re-admissions
• Collaborate with community – resources, support, other organizations
**Why is geriatric care in the ED so important?**

- Emergency nursing must become proactive care, not just reactive
- This may not be “flashy”, but good geriatric care can be lifesaving

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**Seniors are becoming savvy shoppers when it comes to healthcare.**

The number one question Healthinaging.org recommends seniors ask when looking for an ED is:

- Is there someone on the ER staff with specialized training in the care of older adults?
- Is there someone at the hospital I can speak with about advance directives?
- How do you help make triage less stressful for older people?
- What do you do to limit the number of “transitions of care” that older adults go through after they reach the ER?
- Does the hospital use medication reconciliation and full pharmacy reviews?
How has GENE impacted your hospital?
Qualitative Research Survey

• In what ways has the GENE course influenced change in your emergency department?
• How was GENE delivered to your nurses?
• Does your hospital promote GENE/NICHE?

Two major themes

• Gave nurses more confidence in working with older patients.
• Gained a greater awareness of social and emotional needs of older patients and what they can do to help.

Critical Thinking

• It taught them to look more closely and think more critically about what's going on behind the primary complaints.
• Examples:
  – Fever
  – Pain
  – Dementia
Social Awareness

• Greater awareness to social and emotional needs of older patients and what they can do to help.
• Growing presence of specialized geriatric social workers or case managers in the emergency department. Better understanding of how to keep these patients from returning to the ED with similar problems.

Domino Effect

• Hospitals are incented to develop ways to prevent readmissions and improve patient satisfaction. They are looking for tools that improve outcomes and that are cost effective.
• Special geriatric nurse training in the ED can have a huge impact.

ED Consumer Assessment of Healthcare Providers and Systems (EDCAHPS)

• In one hospital after 33 nurses completed the GENE course the ED patient satisfaction reached all time highs – over 90% for the first 3 quarters of 2015.
• GENE was a great tool for influencing patient outcomes and patient satisfaction.
How was the course made available to nurses?

- Hospitals purchased the courses
- Hospitals compensated the nurses for their time
- Nurses had to work in the ED 3-6 months prior to enrolling
- Nurses had 3-6 months to complete the course
- Nurse feedback indicates the course was very thorough, learned things they didn’t know, liked the online aspect

GENE Champions

- Some of our GENE hospitals are advertising this special training – both GENE and NICHE.
- They are demonstrating their commitment to elder care.

Winter Park Memorial Hospital, Winter Park, FL

- Senior care is often more complicated and may involve multiple medical conditions. That’s why we’ve developed a multidisciplinary team led by physicians and a dedicated Senior ER Care Coordinator to address these issues. All of our nurses in the Senior ER have completed Geriatric Emergency Nursing Education (GENE) training, a highly regarded national program that educates clinical staff on the special needs of older adults to improve health care outcomes.
Winter Park Memorial Hospital, Winter Park, FL

- Our comprehensive team includes board-certified emergency department physicians, nurses, pharmacists, care coordinators and other clinical staff who work together to create a comprehensive plan of care.

St. Joseph Mercy, Oakland, MI

- All of St. Joe’s emergency staff are trained to recognize and address the physical, emotional and spiritual needs of seniors. Our nurses are certified in Geriatric Emergency Nursing Education (GENE).

Mercy Medical Center – West Lakes, Iowa

“All of our emergency department nurses have received Geriatric Emergency Nursing Education (GENE) training,” Jarding said. “Mercy West Lakes is the only emergency department in central Iowa to provide this level of nursing expertise when it comes to older patients.”
Lutheran Medical Center, Wheat Ridge, CO

- Lutheran Medical Center’s Senior ER is NICHE Certified (Nurses Improving Care for Health System Elders.) The nurses dedicated to this unit also completed the GENE (Geriatric Emergency Nursing Education) Program - specialized education for nurses developed by the Emergency Nurses Association.

GENE can make a big difference

- Geriatric Emergency Nursing Education provides the tools to assess special needs and implement best geriatric practices for better patient outcomes
- Make sure your community knows you have this special training

GENE: Implementation and Practice

- Jeannie Burnie, MS, APRN, AGCNS-BC, CEN

No disclosures
Objectives

- Discuss an emergency department environment that will benefit from a geriatric friendly approach
- Describe methods to implement the Geriatric Emergency Nursing Education course.
Opportunities for Improvement

- Uncoordinated Care
- Poor Follow Up
- Miscommunication
- Lack of Education
- Misconceptions

Solutions

- Geriatric Friendly Emergency Department
- Geriatric Care Coordination Team
- Geriatric Resource Nurses
- Outcome Metrics
Education

- NICHE
- GENE

GENE Course

- Components
- Disease Specific Content

- Compliance
- Payment
- Continuing Education
- Journal Clubs
Outcomes

- Impact of Delirium Recognition

- Touches by Navigator - 2,424
- Referrals to Hospice - 11
- Nursing Home Placements - 26
- Transportation Arrangements - 128
- Patient Satisfaction - Increased from 76.7% to 86.5%
- Good Catches 😊

Impact on Stroke

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Impact on Trauma

Geriatric Population (age≥65)

MOI

October-September

Future Plans

- GENE Assignments
- Fall Team
- Palliative Care Team
  - MOLST Training

Reference