The purpose of this project is to maintain and/or improve the functional ability in at least 75% of our eligible admitted elderly patients age 70+ in our Community Hospitals by introducing the ‘SMILE’ Program (i.e. Stimulate, Move the Body, Improve Hydration, Limit Caffeine, Enjoy Better Hearing and Vision).

**Purpose**

**Rationale**

**SMILE**

S Stimulate your mind
M Move your body
I Increase your hydration
L Limit caffeine
E Enjoy better hearing and vision

**Methods**

The project was implemented as part of a Senior Friendly Hospital Initiative

- Volunteers were recruited and trained to implement the SMILE program
- SMILE program was implemented on Medical/Surgical and Complex Care units
- Education was provided to frontline staff and volunteers
- The volunteers educated patients and families via a brochure

**Inclusion criteria:** Inpatient elderly patients on Med /Surg. and CCC units who are at risk for functional decline and immobility, such as: patients > 70 years of age with 10 or more risk factors for functional / cognitive decline or delirium (Risk Factors: decreased mobility, pre-existing cognitive impairment, dementia, history of delirium, sensory impairment (vision, hearing), inadequate caloric intake or dehydration, sleep deprivation)

**Exclusion criteria:** Outpatient units; too medically unstable, unresponsive, death is imminent, severe dementia, psychosis, or behavioural problems unsafe for volunteer interaction, aphasia, patient or family refusal for participation; patient in isolation

**Metrics:**

- Number of volunteers recruited and trained;
- Number of staff trained;
- Number of patients who were screened and participated in SMILE program
- Functional ability of the eligible patients who had participated in the SMILE program as measured by the Modified Barthel Scale administered upon admission and discharge
- Patients and/or family satisfaction rate
- Staff and volunteer satisfaction rate

**Findings**

- 49 volunteers were recruited and trained for the SMILE program
- 67 staff members were trained for the SMILE program
- 82 patients were enrolled in the program over a 3 month period
- 82% of patients and caregivers reported that this program had helped them and had improved their hospital stay
- 100% of volunteers reported increased role satisfaction with the implementation of this program
- 100% of the staff reported that volunteers interacted well with patients
- 100% of staff reported that this program had benefited patients’ overall hospital stay
- 90% of the staff also reported improved work satisfaction

**Education Materials**

**SMILE Program**

**Outcomes Measures**

**Conclusions**

- The implementation of SMILE program can positively impact patients’ by maintaining and/or improving the functional ability in the elderly patients
- The implementation of SMILE program can also positively impact patients/family/volunteers/staff job and role satisfaction

**Discussion**

- Delirium and functional decline are serious, common and preventable complications of hospitalization
- This project used simple tools to empower patients and caregivers to take an active role in the prevention of both
- Further highlights include enhancement of team dynamics and improved work satisfaction among the project and frontline clinical staff
- Embedding the principles of prevention in routine healthcare practice will support the long term sustainability of this project

**References**