MindFULL CARE Unit: Connectedness, Awareness, Respect, & Empathy

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Northwell Health℠

Introduction & Background

Prior State:
18 bed telemetry/medicine unit with an increased focus on the needs of patients with psychiatric comorbidities

Team Members:
Registered Nurses, Pharmacists, Unit Receptionists, Case Management, Health Care Providers , PCAs, PESs, Security, Social Work
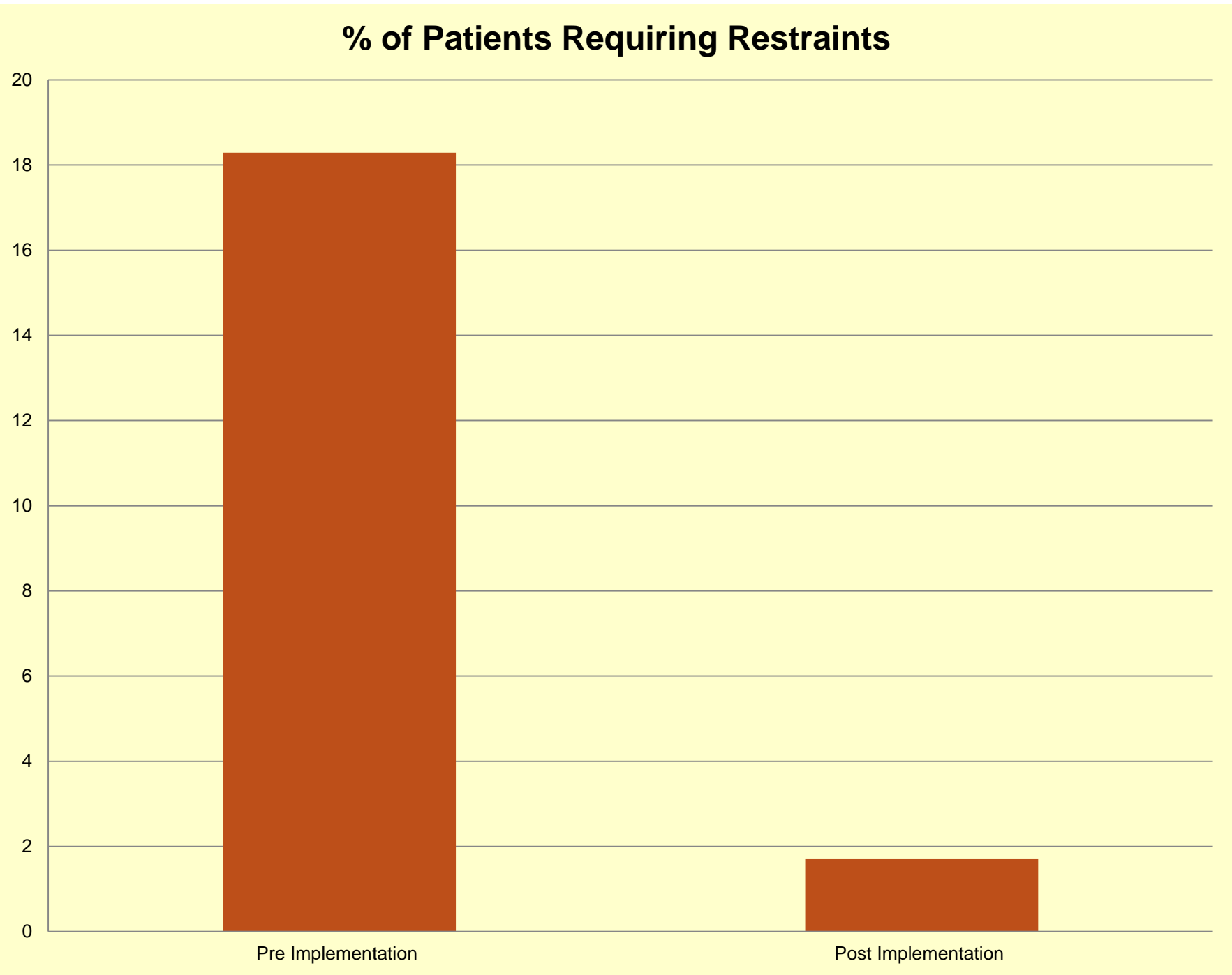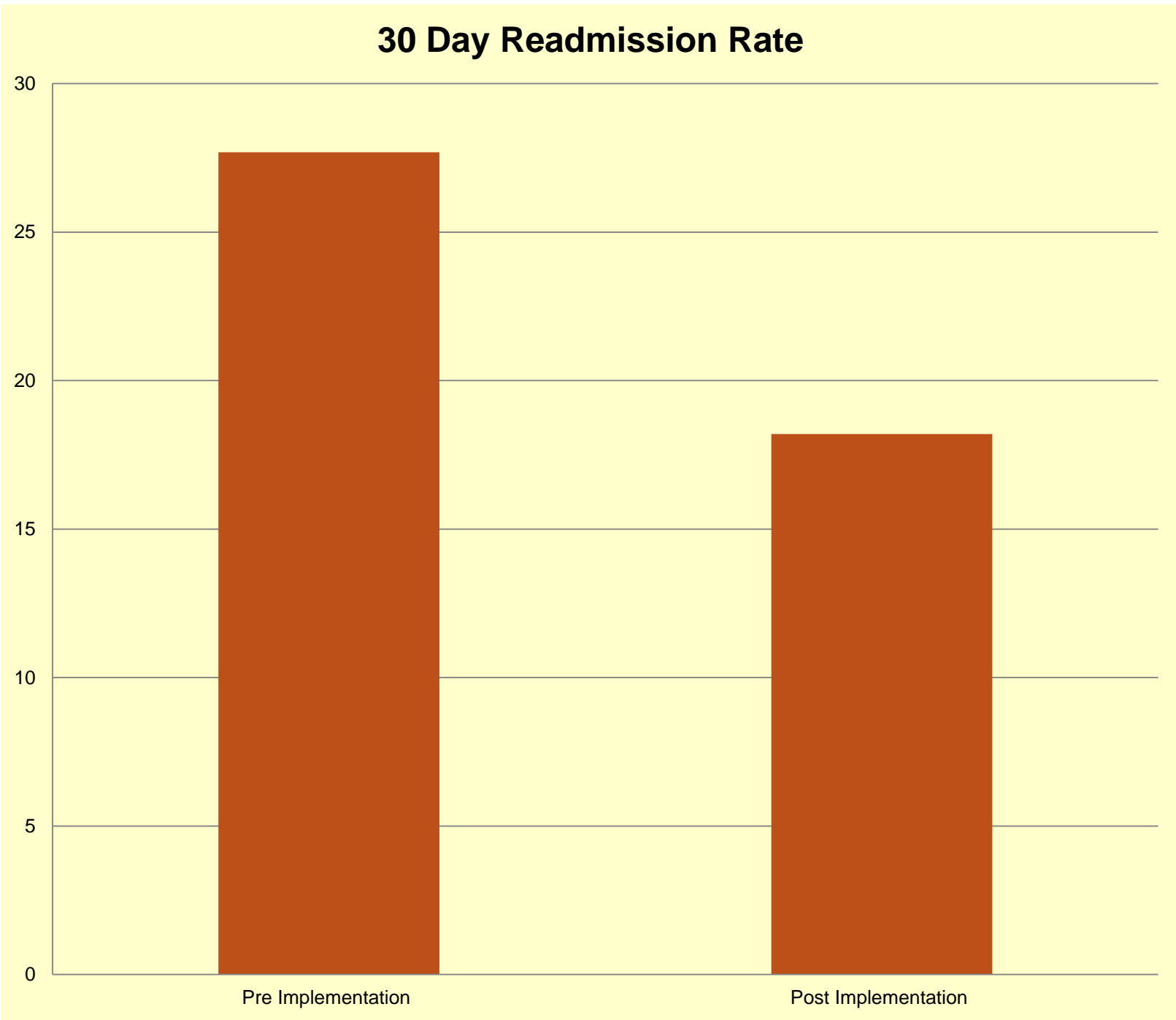
Problem

- Elderly population is accounting for more than 46% of hospital days on average
- Health care organizations have to provide comprehensive care at an efficient clip
- The existing process for geriatric care is less than efficient
- Those that exhibited challenging behaviors like delirium were placed on constant observation. Staff members selected for these assignments were unable to provide holistic, evidence-based care due to the complexity of patient needs
- A lack of a "geriatric-friendly environment"

Methods, Design, & Intervention

- Expanded and redesigned an existing unit to improve care for the elderly population with dementia and/or delirium co-morbid conditions
  - Soft color palettes
  - Televisions
  - Common area to foster socialization
- Fewer walls to facilitate a
- borderless environment
- Additional PES's to facilitate a
  - Restraint free environment,
  - Decrease risk of deconditioning
  - Decrease use of behavioral medications
- Weekly education sessions by content experts

Unit Challenges

- Unit layout
- Culture change
- Challenging patient population
- Education to ancillary departments of changing patient population

Performance Improvement

30 Day Readmission Rate

% of Patients Requiring Restraints

Constant Observation Data

Average Length of Constant Observation (Days)

% of Patients Requiring Constant Observation