Education in Progress: Expanding a Geriatric Scholar Program to Include our Patient Support Staff

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Objectives

- Describe the need to prepare staff on evidence-based strategies for caring for older adults.
- Describe the components and outcomes of the Geriatric Scholar Patient Support Program.

UAB Hospital

- 1157 beds
- Medical Staff: 1141
- Nursing Staff: 3000
- Average Daily Census: 970
- ACE unit since 2008
  - Joint Commission Recognized Best Practice
- Magnet designated since 2002- 4 time designation
- UAB’s Geriatric Scholar Program Recognized by Magnet as an Exemplar Program
- NICHE Hospital since 2008 and Exemplar Status since 2014
UAB Hospital Geriatric Programs
Prior to 2008

New UAB Hospital Geriatric Programs/Initiatives Since 2008

- Acute Care for Elders (ACE) Unit
- Inpatient Geriatric Consult Service
- New and extensive Care Transitions Programming (22 active initiatives)

- Education
  - NICHE Initiatives
  - Geriatric Scholar Interprofessional Program
  - Geriatric Scholar Patient Support Program
  - ACE Unit Team Training
  - Virtual ACE
  - BSN Residency
  - Employee Orientation
  - Interprofessional trainees (Medical Students, Interns, Fellows, Nurses, Nurse Practitioners, Pharmacy and Rehab Interns, Nursing Students, etc)

- Quality Improvement/Outcomes Research
  - Volunteer/SPOONS Programs
  - High Risk Medication Reduction
  - Geriatrics in Order Sets
  - New Standards/Policies
  - ACE Tracker and Virtual ACE Interventions
  - GSP Projects (10-12 per year)
  - New Positions Created
    - ACE Unit Medical Director (0.15 FTE)
    - ACE Coordinator (1 FTE)
    - Geriatric consult team NPs and MDs (4 FTE)
    - NICHE Coordinators (3 FTE)
    - Geriatric Quality Officer (0.3 FTE)
    - Assistant CMO for Care Transitions (0.5 FTE)
    - Physician Advisors for Care Transitions
    - Medical Director for House Calls

An Approach to Plugging the Holes:
The UAB Hospital NICHE Story

Retooling Geriatric Education to Make it Sticky

The “Why”
- Knowledge and Skills
- Process Improvement Hardwired

Geriatric Processes Hardwired in the Care Environment
Geriatric Care becomes just.... Care

A System-Based Approach
Geriatric Scholar Program Expansion

- 2009-2010 Geriatric Scholar Program implemented for Nurses
- 2011-2012 Geriatric Scholar Interprofessional Program
- 2014-2015 Geriatric Scholar Patient Support Program Created
- 2011-2012 Expanded program to include other licensed professionals

UAB’s Geriatric Scholar Program (GSP)

- Interprofessional Program
  - 2 year program
  - 1st year - geriatric education
    - Initial Workshop
    - Monthly 1 hour classes
    - Self-learning
    - Clinical rotations
    - Simulations
  - 2nd year - process improvement projects
- Patient Support Program
  - 1 year program
  - Geriatric education
    - Initial Workshop
    - Monthly 3 hour “mini” workshops
      - Hands on experiences
    - Self-learning
    - Simulations
    - Focus on maintaining activities of daily living, cognition, and mobility
  - Complete educational project at end of year

Geriatric Scholar Program Core Curriculum

- Functional Assessment
- Safe Mobility
- Iatrogenesis
- Sensory Impairment
- Delirium
- Dementia
- Depression
- Polypharmacy
- Interprofessional Team Models of Care
- Pain Assessment
- Pain Management
- Palliative Care/Advance Directives
- Ethics/Decision-Making
- Ethnogeriatrics
- Transitions in Care
- Incontinence
- Falls
- Nutrition
- Pressure Ulcers
- Osteoporosis
Geriatric Scholar Program Specifics

Key Components
- Telling the "Why"
- Expectation Setting and Accountability
- Celebrate All Successes

Key Component: Selective Application Process
- Getting the right people on the bus
- Application with short essays
- Interviews
- Supervisor recommendation
- Not obligated to take everyone

Key Component: Kick-Off Workshop Tells the "Why"
- Win hearts and minds on day 1
- 16 hours of interactive sessions with LOTS of stories
Geriatric Scholar Program Workshop Agenda

Day 1

Team Building

Day 2

Team Building

Concept Mapping to Teach Delirium

Patient Care Technician Presenting Winning Concept Map
Tell Them the “Why” in All Sessions

Telling the ‘Why”: Embedded in ALL Scholar Activities

- Some respond to data; most respond to and remember stories from real people
  - Names of loved ones
  - Patient cases told throughout
  - Bring in family and patients to teach
  - Music, videos
  - Reflective journaling
Telling the “Why”:
Walking in Another’s Shoes

Family members teach in scholar workshop each year

Daughter of patient with delirium and husband with dementia

Granddaughter (and hospital COO) of patient with functional decline and unplanned readmission

Alzheimer’s patient and Berga Slave Labor Camp Survivor, WW II, with his daughter


Summing It All Up

frac{1}{3} leave with function

We can do better

“I thought I knew but I had NO idea”
Interactive Mini-Workshops

- Three hour “mini” workshops consist of:
  - Lecture
  - Group application
  - Hands-on learning components

Geriatric Case-Based Simulations

- Pre-Testing
- Non-pharmacological Pain
- Promoting Safe Mobility & Function
- Nutrition
- Delirium
- Debriefing
  - Post-Testing
  - Session Evaluation

Setting Expectations and Accountability
Geriatric Scholar Program Annual Quality Symposium

- 150 attendees
  - Health system and hospital CEO, VPs, Department Leaders
  - Scholars and supervisors
  - Donors, patients/families
  - Potential collaborators
  - Volunteers
- GSP program development and link to hospital goals presented
- Scholarly work/PI projects presented
- National presentations summarized
- Graduating scholars honored
- New scholars and new programs introduced

Celebrate Past and Current Scholars

Results to Date:
Empowered Change Agents
Geriatric Scholar Patient Support Educational Projects

FY 15:
- Safe Mobility
- Effective Communication
- Falls Education

FY 16:
- Delirium, Depression, Dementia
- Promoting Hydration
- Safe Mobility
- Communication
- Understanding Baseline
- Pressure Ulcer Prevention
- Delirium Prevention Toolbox

FY 17:
- Promoting Hydration
- Safe Mobility
- Non-pharmacologic Pain Management
- End of life discussions
- Delirium Prevention Toolbox

15 educational projects implemented on more than 24 hospital units/departments

Geriatric Scholar Program Impact

- I hope things are going well in this New Year. It has been a few months since I have seen you or any of my fellow Geri scholars. I am currently working as an Office Associate in the School of Health Professions. Because of Geri Scholar I have decide to get a master degree in Healthcare Quality and Safety, from UAB of course! The Geri Scholar program has inspired me to want to make a change in the way we provide healthcare to our patients here at UAB. I am excited about this program and all things I will learn.
Geriatric Scholar Impact

Geriatric Scholars influence care at UAB and nationally:
- National organizations
- Aurora Healthcare in Wisconsin has started a Geriatric Scholars Program

QUESTIONS?

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