



Growing as a NICHE Hospital: Beebe Healthcare's Journey

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Beebe Healthcare

Located in beautiful historic Lewes Delaware, Beebe Healthcare offers an array of inpatient, outpatient, emergency, and diagnostic services. Founded in 1916 by two physician brothers, Drs. James Beebe and Richard C. Beebe, the medical center in Lewes is a 210-licensed-bed, not-for-profit seaside community hospital. Beebe's specialized service lines include Cardiovascular, Oncology, Women's health, and Orthopaedics.



ABSTRACT

The number of older adults continues to increase, placing demands on hospitals to meet elders' specialized needs. In 2011, 53% of inpatient admissions to Beebe Healthcare were 65 years old and older. Beebe Healthcare's vision is for Sussex County to become one of the healthiest counties in the nations. To align with this vision, Beebe recognizing the need for improvement in care of the elderly population pursued and received designation as a NICHE Hospital in 2011. 3MS was designated as the pilot unit for this project. A survey, sent to all 3MS nurses, the pharmacy department and the physical therapy department, validated the need for staff education and investigation into improved care models for the geriatric patient. 8 RNs have completed the GRN program and work as peer consultants as well as educators to our staff, patients and families. A 3 hour class was presented to all 3MS staff to increase knowledge base on geriatric specific needs, including evidence-based geriatric nursing protocols and interventions. A unit based team including other staff nurses and nursing assistants was developed, and meets monthly to discuss plans and goals. Results after the implementation of the program were positive, noting a decrease in falls and CAUTI's and an increase in patient satisfaction scores. Future plans include, ongoing staff education-targeted inservices that reflect the needs of the patient population on 3MS and ensuring concepts are embedded in culture, the development of nursing assistant team to include Geriatric Patient Care Assistants, and continue to expand NICHE program education and goals to the other departments, with 3MS serving as mentors.

Development of the GRN

Care Delivery Model

The GRN nurse on the medical surgical unit is to act as a patient advocate, staff resource and educator, and review care issues and offer suggestions for improvement. They continue to build a comprehensive knowledge base that will help them work as a multidisciplinary team to enhance the care of geriatric patients. GRN goals are to:

- Utilize evidence based practice in our daily practice to prevent functional decline and support the older adult patients in maintaining independence in basic activities of daily living.
- Decrease problems with confusion, sleep patterns, pain, nutrition, skin integrity, incontinence, mobility and medication side effects.
- Increase sensitivity to the special needs of older adults and their families.
- Promote respect and dignity of the aging patients
- Increase patient, family and staff satisfaction

Unit based team:

A team was developed to include other staff nurses and nursing assistants. This team meets monthly to discuss plans and goals along with presenting case studies.

Team Education:

A 3 hours class was presented to all 3MS staff to increase knowledge base on Geriatric specific needs and to promote our goals.

Expanding program to other Departments:

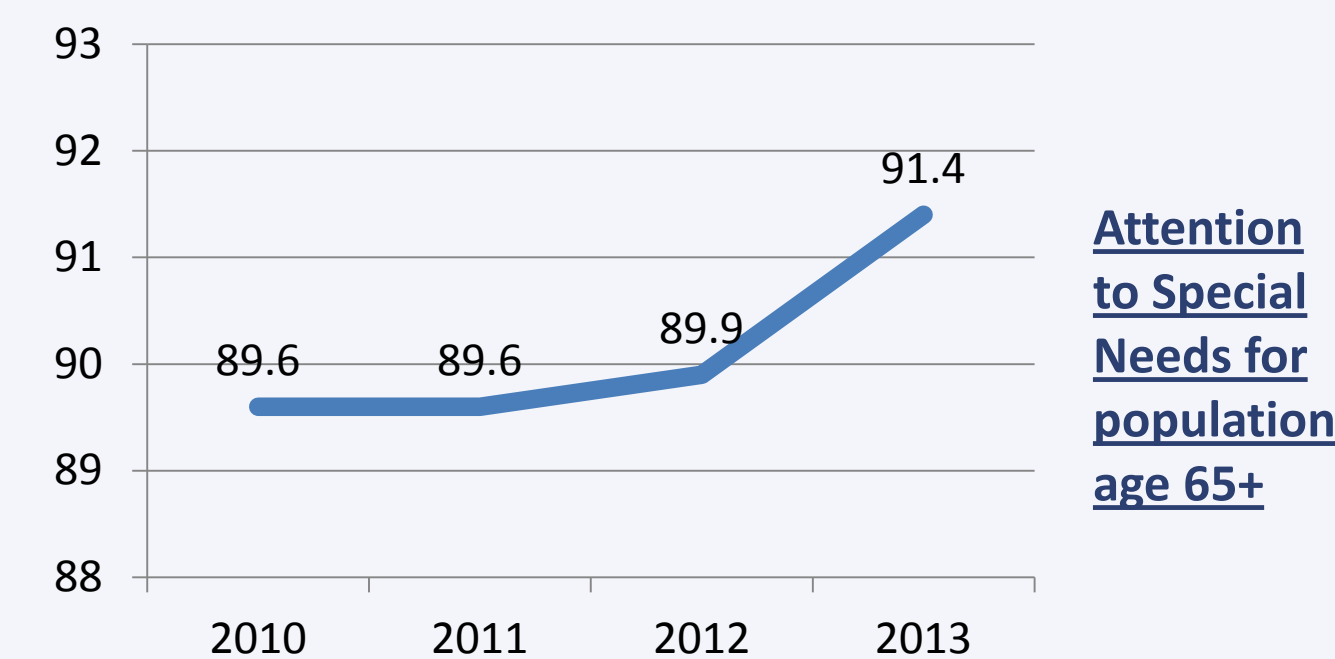
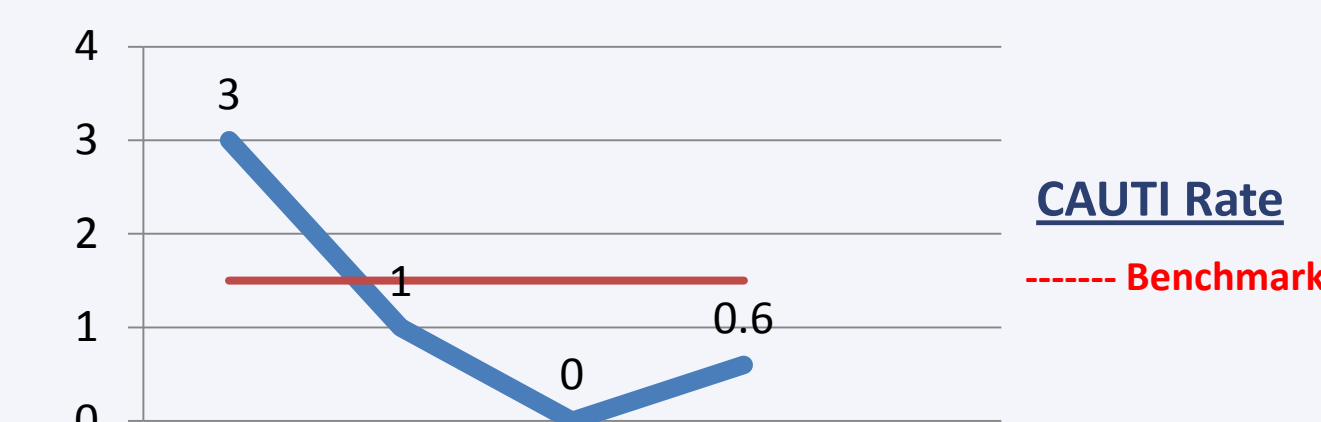
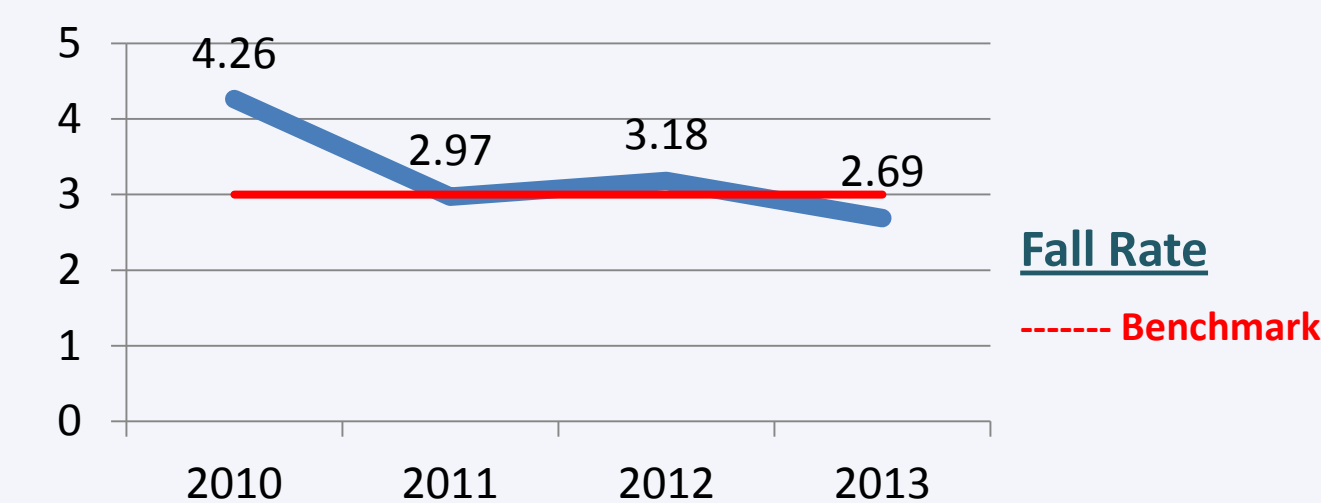
Emergency Room now has two GRNs.

Monitor Key Performance Indicators:

- Fall Rates. 2013 National Database of Nursing Quality Indicators (NDNQI) Benchmark for falls/ goal is 3.0
- CAUTI Rate (catheter associated urinary tract infections) NHSN benchmark pooled mean of 1.5
- Patient Satisfaction Scores: Attention to Special Needs of population age 65+ (Press Ganey Data)

Accomplishments

Results after the implementation of the program were positive, noting a decrease in falls and an increase in patient satisfaction scores.



Sustaining

Plan to sustain the improvements over the long term

- Continue unit based team
- Staff ongoing education - Targeted inservices that reflect needs of the patient population on 3MS and ensuring concepts are embedded in culture
- GRN increased involvement in reviewing complex cases and doing case presentations to staff
- Development of Nursing Assistant team to include Geriatric Patient Care Assistants
- Delirium scale research to incorporate with EMR
- Work on Delirium protocols for delirium prevention and early identification
- Fall prevention targeted to elderly patient needs
- Continue to expand NICHE program education and goals to other departments with 3MS serving as mentors.
- Continued attendance at professional conferences to provide the opportunity for professional educational enhancement for GRN leaders
- GRNs to consider National Geriatric Nurse Certification exam

Lessons Learned

- Perseverance and patience:
Making changes and seeing a measurable difference takes a long term commitment.
- Education time is needed to increase effectiveness:
Time for GRN education, research, & preparation for staff education
Time for staff to participate in education.

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