Opening an Acute Care for Elders (ACE) Unit – Transition or Extreme Makeover?

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Our Vision
- Model a targeted group of multidisciplinary leaders
- Promote national standards on ACE to address the specialized needs of a growing number of patients 55 years and older using NICHE best practices to improve outcomes for the geriatric patient

Our Mission
- To provide a greater quality and affordable healthcare environment in the care of patients 55 years and older using NICHE best practices to improve outcomes for the geriatric patient

Our Transition

- Formed an ACE Unit Planning and Implementation Committee
- Responsibilities: Planning, Managing, Scheduling, Administrative
- Interdepartmental Chair: Administration, Social Work, Marketing, Information Technology, Environmental Services, and Construction Design

- Scheduling/Planning:
  - Facilitated, guided, and coordinated all aspects and phases of the project
  - Interdepartmental task force: design, planning, and implementation
  - Provided vision, ongoing support, and commitment to committee members and staff throughout the first 2 years
- Announced NICHE/MECH to employees in June 2012 and June 2013 to ensure system-wide buy-in for the project

- Construction
  - Preparation: Completed skeleton, build, design, planning and implementation
  - Patient-centered: Close collaboration with various departments
  - Patient safety: Use of infection control measures and protocols
- System transition: Site visits to ACE sites in Michigan
- Joint Commission World Group Panel
  - Key performance indicators
- NICHE/MECH
  - Interdepartmental task force: design, planning, and implementation
  - Patient safety: Use of infection control measures and protocols

- Our Extreme Makeover

- The 66-bed medical unit was transformed into an ACE unit.
- Patient room and bathroom
- Dayroom nursing station and hallway
- Our Making Over Care: The Overview
  - Facility and designed
  - Social Work and Care Managers
  - Great Depression Screen and Geriatric Assessment Tools
- Using ACE
  - Patient-Centric Care
  - Fall prevention
  - Discharge planning
  - Safety: Use of infection control measures and protocols

- Our Makeover Results

- Our unit is designated as ACE Unit, Phase II, which has been certified.
- The NICHE/MECH program has been recognized by the Joint Commission and others.
- Our team is dedicated to improving the healthcare experience for our patients and their families.

- References
  - NICHE/MECH, 2013 Edition
  - HERD, Fourth Edition, Chapter 9, Health Care Delivery Settings and Patient-Centric Care