

## NICHE for Patient+Family App

### Overview

The NICHE for Patient+Family Mobile App helps prepare older adult patients and their caregivers for the realities of hospitalization and transitions between home, hospitals, and nursing homes.

### Features & Benefits

**Feature:** Content details common problems experienced by older adult patients

**Benefit:** Provides both the reasons and specific steps for patient and family actions to participate in and improve their care

**Feature:** Written in simple, easy-to-understand terms

**Benefit:** Accessible for a wide range of healthcare consumers

**Feature:** Provides the tools for patients and families to discuss care with nurses and doctors

**Benefit:** Promotes better communication with the healthcare team

**Feature:** Content presented in four categories: The Body, The Mind, Safety, and Transitions

**Benefit:** Content includes guidance in dealing with 24 older adult healthcare issues. Organized for fast, easy navigation

**Feature:** Contains helpful checklists and functionality

**Benefit:** Provides information on items and information to gather during hospital arrival, admission, and discharge periods. Also includes function for locating NICHE Designated Hospitals.

### Application

The information is age-group and context-specific as it addresses needs of both older adults and families in the acute care episode. In order for it to be accessed in the ideal timeframe of prior to and/or during the hospitalization, nurses should provide information about the app in pre-admission education sessions, the patient rooms, and other hospital spaces and media. The app is available to the public for free on the NICHE website and via Apple iTunes and Android App Stores. The Baylor Scott & White Health Center for Learning Innovation and Practice contributed to development of the app.

## NICHE PORTFOLIO



### NICHE for Patient+Family App Topics

#### The Body

- Care after Hip Surgery
- Functional Decline
- Hearing
- Hip Fracture and Repair
- Managing Medications
- Meals and Nutrition
- Pain
- Palliative Care
- Patient Environment
- Preventing Problems after Hip Fracture Surgery
- Skin Care: Pressure Ulcers
- Sleep
- Vaccines
- Vision

#### The Mind

- Communicating with the Healthcare Team
- Delirium
- Dementia
- Depression
- Managing Medications
- Palliative Care
- Patient Environment
- Sleep

#### Safety

- Falls
- Patient Environment
- Restraint Use

#### Transitions

- Dementia
- Discharge
- Emergency Department

## NICHE for Patient+Family App

### Hearing

**Why Is It Important?** Communication with your healthcare providers is important. When hearing loss occurs it can become difficult to communicate. Hearing loss is caused by aging, lifestyles such as working in a factory, or exposure to other loud noises over a lifetime. Challenges can include non-functioning hearing aids and background noise.

#### What You Can Do:

1. Make sure your hearing aid is clean and has fresh batteries.
2. Ask your nurse or doctor to make sure your ears are free of wax build-up.
3. Request use of a pocket amplifier from your nurse.
4. Request an amplifier for your telephone.
5. Let your nurses and doctors know if you cannot understand them. Ask them to repeat what they said or to say it differently.
6. Turn off the TV or the radio to decrease background noise.

#### What the Family and Caregivers Can Do:

1. Tell nurses and doctors that your loved one has hearing issues, especially if they don't have a hearing aid and need one, if they don't have their hearing aid in the hospital with them, or if it is not working.
2. Tell nurses and doctors if your loved one hears better on one side than the other.
3. Close the door and turn off the TV to eliminate background noise.
4. Ask the nurses and doctors to write down important information in large print your loved one can read.
5. Request the use of pictures or communication boards.
6. Make sure medication directions are provided in written form.

**Download the FREE NICHE for Patient+Family App from the NICHE website or via Apple iTunes or Android App Stores.**

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