

Queensway Carleton Hospital

Nurses Improving Care for Healthsystem Elders

NICHE

The First Year's Journey

RGAC Champlain SFH Symposium

March 27th, 2014





What is NICHE?

- NICHE (Nurses Improving Care for Healthsystem Elders) is the leading nurse driven program designed to help hospitals improve the care of older adults.
- NICHE designation demonstrates a hospital's organizational commitment and continued progress in improving quality, enhancing the patient and family experience, and supporting the hospital's efforts to serve their communities
- Provides the principles, resources, and tools to stimulate a change in the culture of healthcare facilities and achieve patient-centered care for older adult patients



Developing the Roadmap

- Set the context within our community and our hospital
- Raised the awareness – Ongoing promotion of SFH and NICHE
- Ensured alignment with Provincial Initiatives and priorities e.g. Provincial SFHI, Living Longer, Living Well (Sinha 2012), Ontario's Action Plan for Health Care (2012), Dementia Evidence Brief (Champlain LHIN 2012), Caring for our Aging Population and Addressing ALC (Walker, 2011)

All Aboard



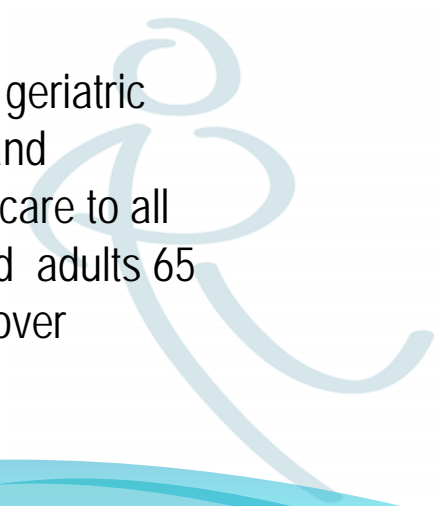
We will be the hospital of choice, recognized for our exemplary patient care, people and performance in an environment of innovation and strategic partnerships

Nurses Improving Care for Healthsystem Elders



NICHE Designated Hospital

To provide geriatric sensitive and exemplary care to all hospitalized adults 65 years and over





Navigating Intersections

- Building the NICHE dashboard
 - Quality indicators including LOS, rate of readmission, provincial SFHI: functional decline of inpatients, delirium in inpatient population, iatrogenic events, patient and family satisfaction, staff satisfaction
 - SF approval of clinical pathways and Pre-printed orders
 - SF education
 - Collaboration with regional, provincial and NICHE partners using benchmarks for designated processes of care to drive age-appropriate care





Navigating Intersections

- Never enough Change: Integrating LEAN methodology providing focus on the patient, value and continuous improvement; staff and physician engagement and remodeling behaviour to sustain change
- ACE unit funding approved and planning underway





Bumps Along the Road

- Change in Nursing Leadership
- Ongoing recruitment and retention of interprofessional staff
- Electronic Health Record
- Geriatric Institutional Assessment Profile with results benchmarked against our peers – gaps identified





Fuel Efficiency

- Never enough education! Ongoing provision of tiered education
 1. Senior Friendly at QCH for all new staff
 2. Changes associated with Aging, an interprofessional/collaborative approach for health care professionals
 3. Geriatric Resource Nurse Model



Extending the Journey

- NICHE re-certification
 - Hardwiring of the GRN education and sustaining the GRN model
 - Establish evaluation framework; determine quality indicators and imbed electronically
 - ACE unit planning and development
 - Ongoing education and program promotion
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