Using an inter-professional scholar program to hardwire evidenced based quality care for vulnerable patients

David H. James DNP, RN-BC, CCNS; Emily Simmons, MSN RN-BC, CNL; Shari Biswal MSN, RN, PCCN, CNL

Purpose:
The purpose of the inter-professional Geriatric Scholar Program (GSP) is to equip participants with the Quality Improvement (QI) knowledge, skills, and attitudes necessary to improve the care of vulnerable patients across the organization.

Background:
- Flood et al. (2010) demonstrated a statistically significant reduction in cost and 30 day readmissions between patients admitted to the Acute Care for Elders (ACE) unit and those who received usual care.
- These outcomes were attributed to a focus on inter-professional care, maintaining functional status, & preventing delirium.
- The GSP was created to provide ACE care for patients across the organization. Through an annual merit based selection process, ~40 healthcare professionals are selected to participate in the two-year program.

Year One:
- Didactic
  - Two day inter-professional work shop
  - Monthly lunch & learns
  - Assigned NICHE readings & modules
- Simulation
  - Care Transitions
  - Functional Assessment
  - Delirium
  - Polypharmacy

Clinical Experiences # Hrs
- Long Term Care Facility 2
- Simulation Session 4
- Clinical Rotation (Geriatric consult, ACE Unit, PCU, Geri Psych, Wound care, Speech, OT, Dietician) 6

Year Two:
- QI Project
  - The projects are strategically identified to align with health system pillar goals. For 2017 the following projects groups have been identified 1) delirium; 2) nutrition; 3) health literacy; 4) care transitions; 5) patient engagement; and 6) promoting mobility.

Exemplar: Using Rapid Cycle PDSAs to Implement House-wide Mobility Protocols

FY 12: Pilot Katz Index to assess ADLs at time of admission on 3 units
FY 13: Katz Index added to EHR And expanded to 3 more units
FY 13: Hospital-wide roll out of Katz documentation and automatic referral triggers to case management
FY 14: Pilot test Safe Mobility Sim Session and Protocol based on Katz score
FY 15-16: Rolling out Safe Mobility Protocol hospital-wide

Purpose: Using an inter-professional scholar program to hardwire evidenced based quality care for vulnerable patients

Results:
- To date, 245 healthcare providers have participated in the program. These healthcare providers have not only educated hundreds of additional staff members per year, but they have also implemented 45 process improvement projects since 2009.
- Highlighted PDSA Outcomes:
  - Vascular Surgical Unit – Mobility Project
    - Fall Reduction (3.4 to 0.5)
    - Mean Hours out of bed (1.56 to 3.4)

Discussion:
- Although developed for the geriatric population, the concepts covered in the GSP are applicable to vulnerable patients across the organization.
- The GSP provides a model to address the QSEN competencies in the practice setting – specifically the QI competencies.

Next Steps:
- Continue to evaluate impact of GSP on both patient and organizational outcomes.
- Perform gap analysis to identify opportunities to address other QSEN competencies in the GSP curriculum.

Katz: Index of independence in Activities of Daily Living
EHR: Electronic Health Record
NICHE: Nurses Improving Care for Healthcare Elders
PCCU: Palliative Care and Comfort Unit