NICHE – Patient and Family Centered Care
Tami Underhill RN, BSN, CMSRN & Sarah Evans RN, BSN, CMSRN, ONC
Geisinger Medical Center, Danville, PA

PURPOSE
Geisinger Medical Center was designated a NICHE hospital in May of 2010. The results of the GIAP survey indicated that the most challenging aspect of providing care for the elderly was meeting the needs of the cognitively impaired older adult. One strategy to address this concern included integration of therapeutic activities into our patient/family centered care nursing model.

DESCRIPTION
The Geisinger NICHE program received grant monies to purchase therapeutic activity supplies. Items purchased include sensory/tactile devices, games, dolls, puzzles, music, DVD players and other recreational activities. Activity supplies are stored in designated carts in a local area, available to all inpatient units. Therapeutic activities are implemented for geriatric patients based upon patient/family input and nursing assessment, which includes but is not limited to the Confusion Assessment Method (CAM) Tool. Personal approach forms are completed by nursing personnel for patients at high risk for delirium. The personal approach forms serve as a reference point for staff to guide them in selection of appropriate therapeutic interventions and activities. Intervention outcomes are documented and continually reviewed within the electronic medical record.

Currently, the medical center has over sixty geriatric resource nurses who assist in NICHE program initiatives within the system. Unit-based geriatric resources nurses facilitate staff education and program utilization. These nurses work to enhance the geriatric knowledge base at the unit level. Monthly performance improvement committee meetings are held with the geriatric resource nursing team members to evaluate current practice and establish future program innovations.

EVALUATION
Nursing personnel document in the electronic medical record any indicated intervention strategies and activity implementation; including therapeutic patient outcomes. These results are reviewed and monitored to determine program effectiveness and future expenditures for therapeutic activity supplies.