Building, evaluating & sustaining the Geriatric Resource Nurse model of care to improve geriatric outcomes
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NICHE — NICHE Designated Hospital

ROCHESTER GENERAL HOSPITAL

MAGNET RECOGNIZED — AMERICAN NURSES CREDENTIALING CENTER

Background

Decreased GIAP knowledge scores triggered the need for an enhanced GRN educational approach using the NICHE geriatric acute care model, GRN Model of Care components (Nickoley, 2010), Magnet® principles & NICHE resources as building blocks.

NICHE geriatric acute care model
(Boltz, Capezuti & Shabbat, 2010)

Guiding Principles: Quality Metrics, Leadership, Organizational Structures, Geriatric Staff Competence, Interdisciplinary Resources & Processes, Patient Centered Approaches, Environment of Care

Conclusions/ Implications

A blended learning approach facilitated geriatric knowledge translation & application & permitted evaluation of educational outcomes at a higher level of impact. Applied competency-based learning, dedicated time, resources & support are critical to GRN identity & role development to implement, evaluate & document evidence-based geriatric best practices and outcomes.

RGH GIAP Scores Over Time

GIAP Scale	Time 1 Baseline 2006 N=504	Time 2 2007 N=410	Time 3 2008 N=401	Time 4 2011 N=516
Total Knowledge	↑	↑	↓	
Total Geriatric Care Environment	↑	↑	↑	
Age Sensitive Care Delivery	↑	↑	↑	
Resource Availability		↑	↑	
Institutional Values	↑	↑	↑	
Capacity for Collaboration	↑	↑	↑	

*NICHE Geriatric Institutional Assessment Profile (GIAP) Database

▨ Significant (p<.05), above national benchmark mean
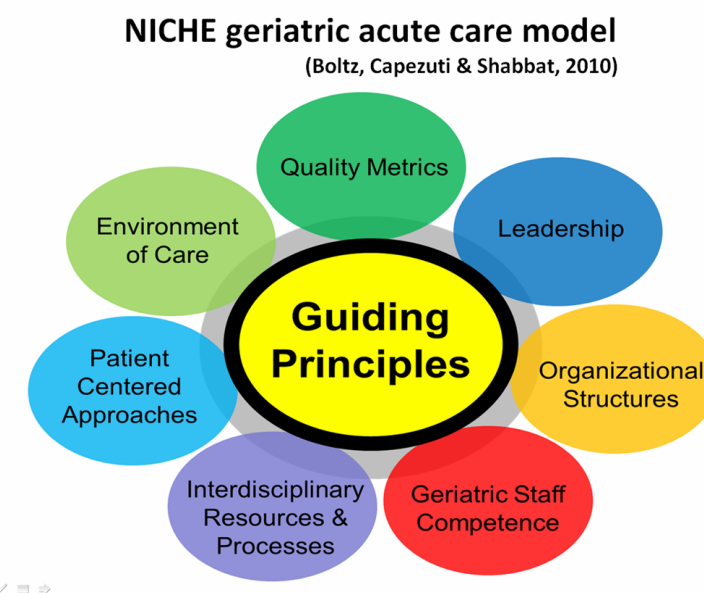
↑↓ Increase or decrease in score over time

Application (GRN Profile)
GRN Role/Commitment Letter
- Defined role/expectations
- Required nurse manager support

GRN qualifications
Completes 30 hour RGH NICHE Core Course
ANCC certification in gerontological nursing is encouraged
Completes 8 CEU hours of geriatric nursing education annually
Seeks consultation with Geriatric CNS on GRN role/geriatric care issues

GRN Committee
Attends a minimum of 75% of GRN Committee meetings yearly & submits a letter documenting active participation (ladder requirement).
Actively participates in GRN committee work to achieve GRN Program goals. Documents GRN role & outcomes using NICHE Stories & Numbers Template.

Direct patient care
Participates in identification of at-risk older patients/geriatric issues and implements preventive interventions
Participates in one current practice survey/audit to demonstrate GRN/unit implementation of evidence-based geriatric interventions & evaluation of outcomes

Consultation
Serves as unit geriatric resource to nurses/team on geriatric patients/issues

Education
Provides one geriatric in-service to unit staff
Participates in the NICHE Geriatric Patient Care Technician Core Course

Performance improvement
Conducts one GRN Rounds presentation.
Participates in geriatric performance improvement activity to improve care
Participates in the RGH GIAP survey process: Facilitate unit participation, results dissemination and Action Planning

Geriatric CNS Role
Leadership, facilitation, mentored learning & support

Build, evaluate & sustain the GRN model of care to improve geriatric nursing expertise & competencies
Facilitate GRN
- Visibility/Age matters! awareness
- Voice in decision-making
- Identity & role as "geronurse"
- Outcome documentation
- Certification

RGH GRN Core Course

Certification facilitation

GRN "Learning community"
Ongoing meetings/education

Apply This
Competency-based
Learning Labs & Activities
10 hours

GRN Core Curriculum
Online, 20 hours

RGH NICHE Portal

Learning Labs/Activities
Synthesize & apply **RGH GRN Core Course** knowledge to
- GRN unit & organization
- RGH **interdisciplinary** resources, protocols, & initiatives
- Translate evidence into bedside practice
- Monitor & evaluate practice & outcomes
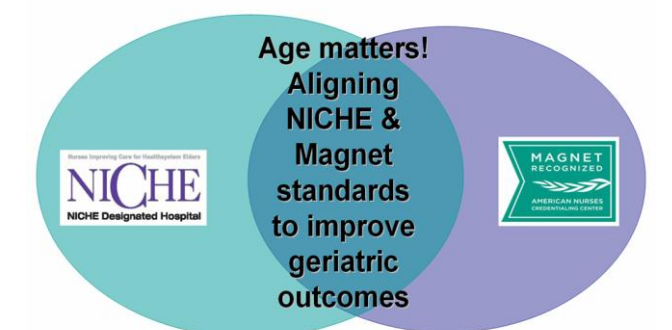- Understand EMR build & identify optimization needs

Competency-based
(GRN-Leadership-EBP-Quality-Safety Competencies)

Learning Labs	Learning Activities
Geriatric Resources 24/7	NICHE portal scavenger hunt / NICHE portal survey
SPICES	SPICES at RGH assessment & plan (3)
Delirium/Cognitive Impairment (CI)	Delirium & CI (risk screen/CAM/ interventions) /About me poster & plan
Falls/Fall injury	Fall Current Practice Survey
Medications	Beers list/ RGH Geriatric High Risk Meds/Medication Self-Management
Function	Mock Geriatric Journal Club
Transitions/ Family Caregiving	Transitions/Patient Family Education/Teach Back video

RGH Commitment & Support
- Paid course time
- Certification financial support
- Clinical ladder/Recognition

Evaluation

Study 3: 2011-2013
Age matters! Aligning NICHE & Magnet standards to improve geriatric outcomes

Educational outcomes framework
(Moore, Green & Gallis, 2009)

Patient outcomes improve due to changes in practice behavior

Performance (Does in practice)
Shows how (Competence in educational setting)
Knows how

Knows
Satisfaction with education
Participation in education

NICHE Stories & Numbers

Annual GIAP survey

References (Handout)
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