

Grand River Hospital Geriatrics Year in Review

HIGHLIGHTING SOME OF THE PROGRESS GRAND RIVER HOSPITAL (GRH) HAS MADE OVER THE PAST YEAR TOWARDS IMPROVING THE CARE OF OLDER ADULTS.

GERIATRIC CONSULT SERVICE

LAUNCHED IN NOVEMBER OF 2021, SUPPORTED BY FOUR GERIATRICIANS AND ONE NURSE PRACTITIONER WHO TOGETHER PROVIDE GERIATRIC CONSULTS ACROSS ALL INPATIENT UNITS AT THE KW ACUTE CARE CAMPUS MONDAY TO FRIDAY.

418

consults completed last year

**0.66
DAYS**

average time from referral to seen by geriatrics is within 24 hours

VIRTUAL POST-DISCHARGE FOLLOW UP SERVICE

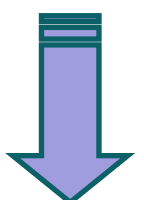
STARTED AS A PILOT IN THE SPRING OF 2021 ON TWO OF THE INPATIENT MEDICINE UNITS AT THE KW ACUTE CARE CAMPUS, THE GEM NURSES WHO WORK IN THE ED BEGAN ATTENDING MULTIDISCIPLINARY TEAM ROUNDS ON THE INPATIENT MEDICINE UNITS TO HELP IDENTIFY OLDER ADULTS AT HIGH RISK FOR READMISSION. UPON DISCHARGE, THE GEM NURSE WOULD PHONE THE PATIENT OR NEXT OF KIN 24-48 HOURS AFTER DISCHARGE TO ENSURE THE TRANSITION HOME WENT SMOOTHLY AND COULD CONNECT THEM WITH RESOURCES IN THE COMMUNITY IF THE PATIENT WAS EXPERIENCING CHALLENGES. BASED ON THE SUCCESS OF THE PILOT, THE SERVICE WAS EXPANDED TO THE REMAINING TWO INPATIENT MEDICINE UNITS AS WELL AS THE ACUTE STROKE UNIT AND THE GERIATRIC NURSE PRACTITIONER IS NOW ALSO PARTICIPATING IN THE FOLLOW UP CALLS.



**52
CALLS
MADE**



7 DAY



READMISSION RATE WITHIN MEDICINE PROGRAM IMPROVED FROM **3.2%** (Nov 2020 to Oct 2021) TO **2.7%** (Nov 2021 to Oct 2022)

GERIATRIC RESEARCH

- ⇒ PARTICIPATING IN TWO GERIATRIC FOCUSED RESEARCH PROJECTS.
- ⇒ PARTNERING WITH THE UNIVERSITY OF WATERLOO, UNIVERSITY OF WINDSOR AND WESTERN UNIVERSITY TO INVESTIGATE FACTORS THAT FACILITATE OR HINDER PATIENT AND FAMILY ENGAGEMENT DURING CARE TRANSITIONS, LOOKING AT WAYS TO BETTER ENGAGE OLDER ADULTS THROUGHOUT CARE TRANSITIONS TO IMPROVE THE OVERALL CARE MANAGEMENT FOR OLDER ADULTS WITH COMPLEX CONDITIONS.
- ⇒ PARTNERING WITH YORK UNIVERSITY TO INVESTIGATE CARE PRACTICES THAT MAY HELP IMPROVE PHYSICAL AND COGNITIVE FUNCTIONING AFTER A HOSPITAL STAY.

HOSPITAL ELDER LIFE PROGRAM (HELP)

LED BY OUR ELDER LIFE SPECIALIST, THE HELP PROGRAM CONNECTS OLDER ADULTS AT RISK OF DEVELOPING DELIRIUM WITH A TEAM OF DEDICATED VOLUNTEERS WHO ENGAGE WITH THEM IN PURPOSEFUL CONVERSATIONS AND ACTIVITIES AIMED AT KEEPING THEIR MIND AND BODY AS ACTIVE AS POSSIBLE DURING HOSPITALIZATION. IN APRIL, 2022, THE HELP PROGRAM EXPANDED FROM 3 DAYS/WEEK TO 5 DAYS/WEEK, WITH THE PROGRAM NOW AVAILABLE MONDAY TO FRIDAY.



167

**PATIENTS ENROLLED IN
HELP SINCE APRIL 2022**

SENIOR FRIENDLY EDUCATION

STARTED MONTHLY GERIATRIC MEDICINE TEACHING ROUNDS FOR MEDICAL STUDENTS AND RESIDENTS.

RECEIVED FUNDING FROM THE GRH FOUNDATION TO SUPPORT OVER 160 NURSES WORKING IN MEDICINE, STROKE AND THE FLOAT POOL TO COMPLETE GENTLE PERSUASIVE APPROACHES (GPA) TRAINING.

GOALS FOR YEAR TWO

- ⇒ EXPLORING OPPORTUNITY TO PARTNER WITH THE INTEGRATED CARE TEAM AT NEW VISION FAMILY HEALTH TO ENHANCE THE VIRTUAL POST-DISCHARGE FOLLOW UP SERVICE TO PROVIDE MORE ROBUST SUPPORT AND COORDINATION OF CARE FOR PATIENTS ONCE BACK IN THE COMMUNITY.
- ⇒ ACTIVELY RECRUITING MORE VOLUNTEERS FOR THE HELP PROGRAM WITH THE GOAL OF EXPANDING SERVICE TO 7 DAYS/WEEK
- ⇒ ON-BOARDING MORE IN-HOUSE GPA COACHES TO SUPPORT ONGOING EDUCATION
- ⇒ IMPLEMENTING CONCEPTS OF THE ACUTE CARE BSO COLLABORATIVE – BEHAVIOURAL SUPPORTS CAPACITY BUILDING WORK TO ENHANCE HOW OUR ACUTE CARE TEAMS ENGAGE WITH OLDER ADULTS RESPONSIVE BEHAVIOURS.
- ⇒ REFRESHING AND RE-LAUNCHING OUR ACUTE CARE OF THE ELDERLY UNIT LOCATED WITHIN OUR MEDICINE PROGRAM.

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“The Geriatrics service has continued to grow and offer outstanding support to our patients over the last year! The detail and care given to each patient speaks to the world-class level of practice and genuine humanity they bring to the bedside. Without exception they improve the lives and outcomes of our patients on a daily basis”

Dr. Phil Kowtecky, Chief of the Hospitalist Medicine Program at GRH

MEET THE TEAM



Stuart Paavola
Program Director



Dr. Joanne Ho
Geriatrician



Dr. George Heckman
Geriatrician



Dr. Amy Miles
Geriatrician



Dr. Patrick Jung
Geriatrician



Maria Tapa
Nurse Practitioner



Chantelle Archer
Clinical Nurse
Specialist



Karen Simpson
GEM



Asiat Mamoukhova
GEM



Sarah Bourbonniere
HELP