

Improving Patient- and Family-Centered Care for Hospitalized Persons with Dementia: Partner with Me

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Background

- Hospital stays for people with Alzheimer's disease are more frequent, longer and more expensive (Alzheimers Assoc Facts and Figures, 2011)
- Hospitalization results in adverse outcomes due to atypical presentation, inability to adhere to therapy, difficulty reporting symptoms (Gill, 2004; Doraiwswamy, 2002, Mukadam, 2010, Sullivan-Marx, 1994)
- Nurses lack knowledge in acute setting (Nolan, 2006) and report being afraid to care for these patients (Eriksson and Saveman, 2002)

Background

- Active role of family members reduces delirium and depression (Li, 2003)
- Implementation of specific interventions can reduce delirium, restraint use, depression and improve satisfaction with care and staff understanding (Inouye, 2000; Inouye, 2004; Li, 2003)

Inspiration

- Collaboration between inpatient and outpatient advanced practice geriatric nurses working with cognitively impaired patients
- Outpatient
 - Decline in patients after hospitalization
 - New referrals after hospitalization
 - Caregiver distress with hospital experience
- Inpatient
 - Delirium superimposed on dementia
 - New revelation of cognitive deficits
 - Staff challenges in caring for this population

Opportunity

- Picker Foundation *Always Events* Funding
- The *Always Event* will be that patients with dementia and their families receive care that is targeted to the patient's type and stage of dementia.
- Funding matched by the UCSF Department of Nursing

Partner with Me

- Patient/family preparation
 - Educational video
 - Education packet
- Targeted Care
 - Focused screening assessment
 - Dementia specific careplan
- Staff training
 - Alzheimer's Association Training
 - Volunteer Team



Patient/Family Preparation: Video

- “Partnering with Family Caregivers – A Guide for Hospitalization When Your Loved One has Dementia”
 - On hospital channel 24hrs/day
 - On UCSF MAC website (with ordering information)
 - Distribution to clinics and pre-operative service

Video

Chapters

- 1 The Need for Partnering
- 2 Defining Dementia
- 3 Defining Delirium
- 4 Identifying Problems with Cognition
- 5 How Health Care Providers Can Help
- 6 Important Information for Family Caregivers to Share
- 7 What Family Caregivers Can Do to Prepare For a Hospital Stay
- 8 Preparing for Discharge
- 9 Looking Ahead
- 10 Resources

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Partnering With Family Caregivers

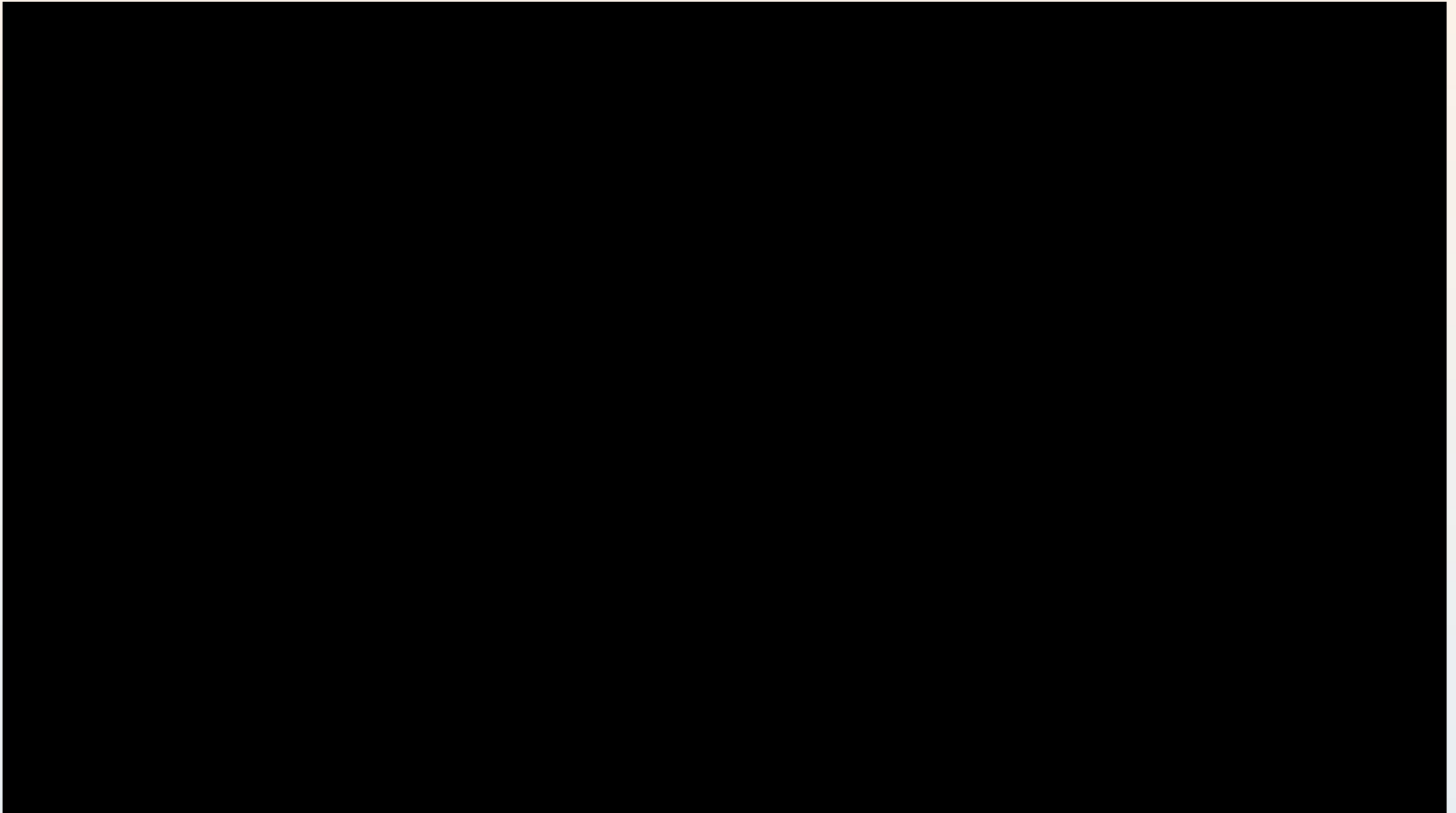
Partnering With Family Caregivers



A Guide for Hospitalization When Your Loved One has Dementia

UCSF Medical Center

Video Clip



Patient/Family Preparation: Information Packet

- Introductory letter
- *Hospitalization Happens & Hospital Hints (NIA)*
- Video
- Schedule for family supervision
- List of items to bring to hospital
- Handouts about behavioral symptoms and caring for someone with memory problems
- Post hospital resources

Targeted Care:

Focused admission assessment

- Adapted from Nurses Improving Care for Health System Elders (NICHE) tool
- On admission by a trained volunteer with the family caregiver
- Questions specific to:
 - Communication
 - Functional abilities
 - Sleep and nighttime behaviors
 - Current strategies for managing behaviors

Targeted Admission Assessment



Information for the Hospital Team About a Patient with Memory Problems

Personal Info:

What does patient like to be called? _____

I like to:

Does the patient usually watch TV or listen to the radio? ____ Yes ____ No

If so, what shows or type of music or TV shows? _____

What are some favorite topics to discuss with patient? _____

Nutrition:

Patient usually eats these foods best: _____

Patient eats best if he/she: _____

_____ Is helped with tray set up

_____ Is given smaller portions

_____ Is shown how to use spoon or fork

_____ Is given finger foods

_____ Is reminded to chew and swallow

Patient usually drinks these liquids best: _____

Patient usually drinks from a cup or glass: ____ With a straw? ____ Without a straw?

Medications:

Does that patient take his/her medications easily? ____ Yes ____ No

Targeted Care Plan



Partner With Me

Personal Info Call Me: _____ Former occupation: _____ Language Spoken: _____ Best to avoid a lot of questions? <input type="checkbox"/> Yes <input type="checkbox"/> No I'm able to use a call light? <input type="checkbox"/> Yes <input type="checkbox"/> No	Hygiene <input type="checkbox"/> Observe <input type="checkbox"/> Assist Cues _____ <input type="checkbox"/> Shower <input type="checkbox"/> Bath Q <input type="checkbox"/> days <input type="checkbox"/> AM <input type="checkbox"/> PM <input type="checkbox"/> Dentures
Sleep To bed at: _____ Up at: _____ Daytime naps: <input type="checkbox"/> yes <input type="checkbox"/> no Problems: _____ Comfort measures: _____ _____	Activity <input type="checkbox"/> Walks independently <input type="checkbox"/> Needs help <input type="checkbox"/> Walker <input type="checkbox"/> Cane <input type="checkbox"/> Wheelchair Dresses: <input type="checkbox"/> self <input type="checkbox"/> w/ assistance
Nutrition <input type="checkbox"/> Meals/day <input type="checkbox"/> Mug <input type="checkbox"/> Glass <input type="checkbox"/> Straw <input type="checkbox"/> Feed <input type="checkbox"/> Prep Tray <input type="checkbox"/> Utensils <input type="checkbox"/> Finger Food <input type="checkbox"/> Snacks	Toileting <input type="checkbox"/> Independent <input type="checkbox"/> Depends Cues _____ _____ <input type="checkbox"/> At night <input type="checkbox"/> times <input type="checkbox"/> Daytime <input type="checkbox"/> times
Behavior/Mood <input type="checkbox"/> Happy <input type="checkbox"/> Sad <input type="checkbox"/> Irritable <input type="checkbox"/> Impatient If I'm upset, I get- _____ _____ What helps me to calm down is _____ _____	I like to <input type="checkbox"/> Watch TV Favorite shows _____ _____ <input type="checkbox"/> Listen to radio <input type="checkbox"/> Look at magazines <input type="checkbox"/> Have books/magazines read to me <input type="checkbox"/> Socialize My Favorite Topics _____ _____

Care Plan

 **PARTNER WITH ME**

Personal Info Call Me: <u>Aunt Stella</u> <u>Tai Tai</u> Former occupation: <u>Business Woman</u> Language Spoken: <u>Cantonese</u> Best to avoid a lot of questions? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No I'm able to use a call light? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Hygiene <input type="checkbox"/> Observe <input checked="" type="checkbox"/> Assist Cues: _____ Shower: _____ Bath: _____ Q: _____ days <u>Every</u> AM _____ PM _____ <input checked="" type="checkbox"/> Dentures	Sleep To bed at: <u>830 pm</u> Up at: _____ Daytime naps: <input checked="" type="checkbox"/> yes <input type="checkbox"/> no Problems: _____ Comfort measures: <u>Up frequently</u> <u>Calms down w/</u> <u>crackers / juice</u>	Activity <input checked="" type="checkbox"/> Walks independently <input type="checkbox"/> Needs help <input type="checkbox"/> Walker <input type="checkbox"/> Cane <input checked="" type="checkbox"/> Wheelchair Dressing: <input checked="" type="checkbox"/> self <input type="checkbox"/> w/assist
Nutrition <u>5-6</u> meals/day <u>small</u> <input type="checkbox"/> Mug <input type="checkbox"/> Glass <input type="checkbox"/> Straw <input type="checkbox"/> Feed <input checked="" type="checkbox"/> Prep Tray <input checked="" type="checkbox"/> Utensils <input checked="" type="checkbox"/> Finger Food <input type="checkbox"/> Snacks <u>Spoon</u> <u>Yogurt</u> <u>Cracker</u> <u>Cheese</u>	Toileting <input checked="" type="checkbox"/> Independent <input type="checkbox"/> Depends Cues: <u>change</u> <u>every 2 hours</u> At night: _____ times Daytime: _____ times	Behavior/Mood <input type="checkbox"/> Happy <input type="checkbox"/> Sad <input type="checkbox"/> Irritable <input checked="" type="checkbox"/> Impatient If I'm upset, I get: <u>angry</u> What helps me to calm down is: <u>Talking & Snacks</u>	I like to <input type="checkbox"/> Watch TV Favorite show: <u>Opera</u> <input checked="" type="checkbox"/> Listen to radio <input type="checkbox"/> Look at magazines <input type="checkbox"/> Have books/magazines read to me <input type="checkbox"/> Socialize <u>Cantonese</u> My Favorite Topic: <u>music / movies</u>

Staff Support: Training

- “Dementia-Friendly Hospitals: Care Not Crisis” curriculum by the Alzheimer’s Association
 - Developed by St. Louis Chapter in collaboration with Washington University ADRC
 - Offered to staff on pilot units, volunteers
 - 8 hour class
 - Medical overview
 - Communication
 - Behavior



module 2

medical overview:

Recognition and Management of Hospitalized Patients with Cognitive Impairment

In Partnership with:

Alzheimer's Association, St. Louis Chapter
Washington University Alzheimer's Disease Research Center, St. Louis

Staff Support: Volunteer Team

- Recruited 13 volunteers
- Classroom training (8 hours)
- Competency Based Orientation (4 hours, 1:1 with Project Coordinator)
- Interview families and complete careplan
- Provide diversion activities for patients and family/ caregiver support
- Created a volunteer communication system

Volunteer Team



Partner With Me Dementia Project Volunteer Sign-up Form

Week of:	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Name/ Time Julie Shen- All day -	Dorla Victoria Yoon-MZ Julie Shen AM-2 pm	Dorla: 10-2 pm Divine: 1:30-7 pm Sarah/MZ 5-7 Amanda: 9-11:30	Amanda: 9-11:30 Samantha/MZ 1-5 pm	Dorla: AM Al: 2-4 pm Divine: 4:30-7 pm Samantha/MZ 1-5 pm	Al: 10-11 1:30-3 Amanda: 9-11:30 Jia Yu: UC after 12 Sarah/MZ 5-7 Julie Shen- 3- on	Ali Jia Yu: UC all day Julie Shen- All day	Divine Victoria Yoon-MZ Julie Shen All day

Results

- 37 patients enrolled during pilot study
 - Average age 85, LOS = 5 days, 20 discharged to SNF
 - Twenty-four women, 40% Caucasian
- Evaluation tools:
 - Interview tool for families
 - Web based 'Survey Monkey' for staff feedback
 - Web based journal for volunteer updates and feedback

PWM Evaluation Results

Family Caregivers

- Was the PWM project clearly explained to me: 79%
- Was the individualized care plan helpful: 79%
- How often did the hospital staff refer to care plan: 53%
- Did you view the DVD: 26%
- How much participation improves communication: 63%
- How much did participation improve care: 63%
- Overall, how much did your family member benefit: 63%
- Would you recommend this project: 68%

Family Caregiver Comments

- “Everything was good because my mother has a tendency to wander and I believe it helped her a good amount especially to keep her safe”
- “I definitely feel it helped my mom, and was beneficial to her understanding of what was going on”
- “The staff and doctor’s were very caring and concerned with my grandmother’s health. We got well trained to help care for her; feeding, bathing, etc.”
- “Your project helps a lot of elderly people. Keep up the good work”

Feedback from Nursing Staff (via Survey Monkey)

- Was the PWM project clearly explained to me: 55%
- How often did the hospital staff refer to care plan 88%
- How much participation improves communication: 75%
- How much did participation improve care: 80%
- Overall, how much do you think the family members benefits: 86%
- Would you recommend this project: 81%

Comments by Nursing Staff

- “I think its great they are doing this. I am sure it means a lot to the families to just have some extra support”
- “Great program, lets continue and get the word out to staff about the project so that this project can be utilized better :)'thanks!”

Volunteer Comments

- Even though the two patients were in somewhat different situations, I was really blessed that I was able to meet them and be able to reach out to their families. What you said is really true, that small things does matter.
- Told the nurse that if she has any troubles interacting or communicating with Mrs MS, to bring a male nurse, which is a preference of Mrs. MS.
- More I'm involved in PWM, the more I think it was just the best thing that could have happen for volunteers like me with medicine in mind for career. Thank you for everything!
- According to daughter-in-law she loves to sing and pray, also likes to listen to gospel music played softly. Is very sensitive to medications, daughter-in-law thinks that this is why she sleeps so much.

Dissemination

- Video/project shared with Alzheimer's Association
- Video/project shared with other acute care hospitals via San Francisco City and County Dementia Task Force
- Expand to other patient care units
- Explore partnership with local skilled nursing facilities

Shared Resources

- MAC website
<http://memory.ucsf.edu/caregiving/hospitalization>
- Picker website (webinar)
<http://alwaysevents.pickerinstitute.org/?p=1402>
 - Video
 - Patient packet (checklist, visitor schedule)
 - Admission Assessment
 - Care plan
 - Volunteer documents (training, schedule)

Acknowledgements

- Picker Institute
- UCSF Medical Center
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- Alzheimers Association
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