Hartford HealthCare

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Integration of AFHS into Hartford HealthCare

HHC Mission: To improve the health and healing of the people and communities we serve

Core Values

- Caring-individualized care; dignity
- Safety –promoting safe mobilization
- Excellence-evidence based practice

Integrity-trust

Goal: To provide an integrated, seamless, comprehensive care system linking seniors and their families to the services required and requested to maintain and restore health in alignment with expressed patient goals/wishes.

4 M′s

What Matters

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Senior Services

- Medications
- Mobility
- Mentation

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Inpatient Geriatric Team Players



Geriatric Education

Nursing Staff

Nurses

- General Nursing Orientation
- Nurse Residency
- Annual Competency
- Geriatric Resource Nurse Program
- GRN Champ Program
- Fellowships/rotation

Nursing Assistants

- General orientation
- Annual Competency
- Geriatric PCA

Other Staff

Providers

- New hire orientation
- Grand rounds
- Geriatric consults
- Geriatric rotation

<u>Rehab</u>

- Inservices
- Mobility volunteer rotations

All hospital staff

Annual competency



ADAPT- Making Delirium Awareness a Priority

- Began in 2012
- Supported by hospital administration
- Inter-professional Team (representation across departments and disciplines n=42)
- Plan for structure (delirium care pathway)
- Build supports in EHR to guide documentation and gather data
- >Education (classroom/CESI/bedside)
- Adjunct Support (volunteer programs; therapeutic activities)

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>Quality / research/ feedback

Actions to enhance **D**elirium **A**ssessment **P**revention and **T**reatment

>Screening all patients (improve recognition)

- Preventative measures for high risk patients (40% cases are preventable)
- Quick response by health care team to a positive delirium screen (cause; safety; preservation of function) decreases severity and duration of delirium
- Evidence based interventions to improve outcomes



Application of Universal Evidence-Based Best Practice Strategies

- Information in Patient Handbook –patient and family to report S/S of delirium promptly. Family encouraged to participate in care
- Delirium assessment integrated into rounds and handoffs
- Early mobilization/noise reduction/ sleep enhancement efforts
- Personalized care "Hartford HealthCare Cares About Me" poster



Application of Universal Evidence-Based Best Practice Strategies

- Creation of a sensory modulation room for patients and families (Therapeutic HUB)
- Volunteer programs that focus efforts towards patient experiencing or at high risk for delirium
 - -Keeping in Touch Volunteer Visiting Program; Meal Mates; Activity Cart; Safety Volunteers; Mobility Volunteers
- Activated EHR alerts on medications that may cause delirium
- Standardized provider order sets
- Provide data driven feedback to change practice Hartford HealthCare

Senior Services



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Volunteers for social interaction , Flaherty, 2011

30 Day All Cause Readmission Rates Over Time



Year

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ADAPT Program - Hartford Hospital

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Senior Services

Delirium Attributable Days





ROI Calculator Applied to ADAPT

1 2 3 4 5	Scenarios	Scenario Name: No PAC		Find Levels (T	arget ROI)				
1. Start Acute Care	e for Elderly		Total Cost Avoided	******	Levels			Simulation Results (ROI)	
		2	4M Costs	\$622,000	Target ROI		300%	Max	388.5%
2. Population & 4M Period		Results	Net Benefit	*******	Delirium Effec	tiveness	20.4%	Min	578.2%
Number of annual admissions	31,000	ě	ROI	934.1%	Delirium Incid	ence (%)	10.1%	Average	491.5%
Amortization period (Years)	5		Years Given Back	12.23	Total Program	n Cost 🔰	686,249	% Below Target	0.0%
3. 4M Costs	Per Year	4.	Estimates/Values	Deli	rium	HAP	U'S	Other Con	dition
Launch - one time only expenses \$10,000 🚆	\$2,000	и	Incidence (%)	12.	0% 🚆	0.0	% 📮	0.0%	: 🗧
Fixed expenses	\$0 🚔	Metrics	Total cases	37	'20	0		0	
Variable cost per admission \$20 🚆	\$620,000	Key M	4M program effectiveness	15.	0%. 📑	0.0	%. 📑	0.0%	: 📑
Total annual cost of program	******	×	Cases avoided	5	58	0		0	
5. Case cost from coding & payment for HAC			Type of stay	Length of sta	Cost per day	Length of sta	Cost per day	Length of stag	Cost per day
Revenue per case detected (code modification)	\$3,050 📑	_	Normal	5.0 🕂	\$2,000 🚆	5.0 🚑	\$2,000 🚆	5.0 🕂	\$2,000 📑
Detection & coding effectiveness (% cases)	50.0% 🚔	dition	Extended due to condition	5.2 🍨	\$260 🚆	0.0 🊆	\$0 📮	0.0 💂	\$0 🚍
Case cost revenue offset (by detection %)	\$1,525		ded hospital case cost		\$13,052		\$0		\$0
		- hos	ospital and PAC combined \$13,052		\$13,052		\$0		\$0
		ost adj	usted for revenue offset	\$11,527			\$0		\$0
			Costs avoided	\$6,4	132,066.00		\$0		\$0

Average Quarterly Falls





Types of Falls - Hartford Hospital

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Safe Mobilization

- Mobility volunteers since 2011 (PT or other health profession students)
- 17,500 mobility episodes
- Implemented Gait belt and walker for all mobilization of high fall risk patients









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Bed Exercises- increase patient engagement in care



LEG ABDUCTION/ADDUCTION **Position**: laying on your back with leg straight

Action: keep knee straight and toes toward ceiling, slide leg out as far as possible then return to starting position

10-15x times 2-3x a day

ADDUCTOR SQUEEZE **Position**: laying on your back, knees bent **Action:** place pillow between legs, squeeze legs together then relax

10-15x times 2-3x a day

STRAIGHT LEG RAISE **Position**: lay on your back, keep leg straight **Action:** lift leg off bed then back down

10-15x times 2-3x a day

• Do not continue any exercise that cause pain or increase in pain. If so contact your RN or PT.









Dionne's Egress Test ™



Maneuvers to test patient's ability to move away from the bed safely

Test 1	Test 2	Test 3	Test 4
	 Step in place Three steps in place with each foot. Must clear the floor without buckling of the supporting leg May use an assistive Stay standing after last step 		 Step to the Side Standing with legs in contact with edge of bed, the patient will take 3 side steps to left and right. (If knees buckle, patient is not safe for stepping transfer to chair)
 3 reps from sit-to-stand 1. From sitting position, feet flat on floor, one small 		Step forward I. From comfortable stance width advance	

and retreat each foot

2. May use assistive

3. Heel must advance

past toes of other

stance foot without

buckling of stance leg

device

- From sitting position, feet flat on floor, one small (1-2 inch) life from the surface of the bed.
- 2 repetitions of a full sitto-stand.
- Remain standing after 2nd full sit to stand



approval from rehab staff

Personalized activities for patients with cognitive impairment

• Observations were made on 74 agitated patients over a 6 month period.



Response One Hour After Compared to Prior

Positive Response
No Change





Family Video Messaging

• Non pharmacological intervention to:

Provide comfort and connection to agitated patients with altered mental status

Engage families in care

Provide comfort to families

Offer a personalized intervention for staff



Example of Family Video Message



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% of Participants Experiencing a Decrease in Agitation



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The Therapeutic HUB

Healing

Understanding

Belief in patient as person





The Therapeutic HUB multi-sensory stimulation environment













Confidential and Proprietary Information

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Patients may feel safer and more "normalized" in a controlled, multisensory environment compared to a clinical, hospital room













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Findings to date Jan 2018-2020

Approximately 400 patients worked with a nurse in the HUB Most have altered mentation (dementia/delirium/both)

- Agitated patients become more calm
- Withdrawn patient become more engaged
- Improved eating
- Improved mobilization
- Improved mood

Families express increased satisfaction Opportunities for education

Staff implement bedside activities Items brought to bedside for those who can not visit the HUB Qualitative data: "Feels like home"
" I feel more normal"



Pilot study suggests the HUB improves cognition and normalizes arousal levels.



Benefits of Therapeutic HUB



Voice over powerpoint with video: Therapeutic HUB

• <u>https://vimeo.com/266874016/f693ff3a99</u>





Our 4 M Age Friendly Health System Focus

- Focused on 5 inpatient units
- ➤ 2 medical units
- ➤ 1 medical oncology unit
- ➤ 1 transplant medical unit
- ▶ 1 cardiac ICU

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Senior Services

What You Can Do

What Matters		
	Nurse	PCA
Discuss goals of care in rounds	Х	
Patient friendly goals on white board	Х	Х
Ask pt what matters to them today	Х	Х
Mutuality/individualization in EPIC	Х	
HHC Cares About Me poster in room	Х	Х
Identify pts for Therapeutic HUB	Х	Х
Identify pts for Keeping in Touch	Х	Х
Mobility		
Mobilize level 5 ambulatory patients to maximum and document	Х	Х
distance		
Give exercise sheet to patients and encourage them to do them	Х	Х
Mentation		
Screen CAM and RASS every 8 hours	Х	
Notify nurse of any changes in patient's behavior		Х
Activate Acute Confusion CPG for CAM + pts	Х	
Medication		
Identify new high risk meds and discuss with provider/pharmacist	X	
Teach pts not to take OTC "PM" meds	Х	
		F . S€

Senior Services

Unit based data collection tool

UNIT DATE PTS AGE DATA COLLECTOR

Make the following observations when you assume care of the patient for your shift:

HHC Cares About Me Poster completed Yes No

Patient Friendly Goals On Whiteboard Yes No

Exercise Sheet in the Room Yes No

Is a gait belt being used during mobilization Yes No

Review the patient's EMR for the following:

Goals of Care documented in EPIC Yes No

Individuality/ mutuality section populated in EPIC Yes No

Does the patient have a progressive mobility level charted within the past 24 hours Yes No

Documentation of exercises in EPIC in past 24 hours Yes No

Has the patient walked more than 150 feet in past 24 hours if capable Yes. No N/A

CAM done every 8 hours Yes No

RASS done every 8 hours Yes No

Has baseline mental status been done this admission? Yes No

Do the CAM and RASS match the notes or verbal report? Yes No

Is there a specific intervention charted in the care plan if pt is CAM positive? Yes No N/A

Review the patient's EMR for the following types of medications:

Category of Medication	Present on Admission	Newly Prescribed During this Admission
Antipsychotics		
. ,		
Benzodiazepines		
Diphenhydramine		
Muscle Relaxants		
Sedative Hypnotics		
Tricyclics		

Thinking about this hospital	lization		

CollaboRATE Assessment: (ask the patient to answer each of these 3 questions on a scale of 0-9)

1. How much effort was made to help you understand your health issues? Score = _____

2. How much effort was made to listen to the things that matter most to you about

your health issues? Score = ____

How much effort was made to include what matters most to you in choosing what to do next?

No effort Every_effort

0 1 2 3 4 5 6 7 8 9

Return this form to: Christine Waszynski Fax: 860-972-3738 or via email Thank you!!



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How are we doing addressing all 4 M's with all older adults?



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How are we doing with each of the M's with all older adults?



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Mentation











Mobility











What Matters























Medications







The CESI mobile program







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Post-Acute Care (PAC) experience

- 16-23% patients in sub-acute care enter with or develop delirium
- Poor progress toward standard goals
 - D/E impairs participation
 - SNF generally lack skills and strategy to rehabilitate and successfully convalesce a delirious patient. No systematic studies to date.
- Sparse programming/expertise for cognitive rehabilitation
- Complicated by management `missteps'
 - Medication choices that worsen confusion
 - Inappropriate goal setting
 - Avoidable complications: UTI, dehydration, falls, dysphagia, behavioral incidents, readmissions.
- Disposition dilemma



KNOWLEDGE scores – compared across time points within individuals



Median at time point 1 was 75 and at time point 4 was 100.

Confidence questions

How confident are you:

1. Screening for delirium

2.Assessing for acute onset/fluctuating course of mental status different from baseline

3.Assessing for inattention

4. Assessing for altered level of consciousness

5.Assessing disorganized thinking

6.Notifying the provider of a positive CAM





Confidence scores- compared across time points within individuals



The Effects of Training on Average Confidence

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Brownstone- Annual Wellness

Population health project:

- Underserved older adults (2x the rate of cognitive impairment than surrounding community)
- Operationalizes Annual wellness visit
- integrates 4Ms
- Universal cognitive screening using mini-Cog and CDR
- Focused cognitive assessment using BrainCheck
- Structured assessment of Modifiable Factors
- Wellness intervention
- Fitness Program, cognitive and physical



Brownstone Population seen

24 patients seen for focused cognitive assessment

- 17 non English speaking, 5 english, 1 korean, 1 chinese
- - Mean age 75 (57-99)
- - 18 female, 6 male

 13 referred because of Annual Wellness Visit Screen fail; remainder referred because of family concerns or observed compliance concerns (missed appointments, medications, other)

Cognitive Diagnoses:

- 14 MNCD, 7 mild, 5 moderate, 2 severe
- 14 no previous NCD dx
- 11 no previous focused medical work up for treatable causes
 - 3 had core lab done in anticipation of the consultative visit
- 2 MCI
- 2 Clinical Deprression
- 6 NO NeuroCognitive Disorder



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Geriatric Oncology Program at HHC Cancer Institute

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Increased education for staff
 GRN and GPCA classes for in and outpt staff
 Annual geriatric oncology conference

- Geriatric assessment for newly diagnosed pts
- Geriatric case management
- ≻Integrating the 4 Ms

Geriatric Oncology Program at HHC Cancer Institute

- Screen all older adults with a new cancer diagnosis using the G8 to determine cognitive and function fitness
- Provide focused care by geriatric oncologist and geriatrician
 Determine patient wishes and goals
 Assess risks
 Intervene for modifiable risks
- Make recommendations for treatment/care based upon patient fitness and individualized goals



November 2018: mG8 Pilot

Pilot Subjects - Frailty Screening by mG8 Score





November 2018: mG8 Pilot

UnFit Patients - Distribution by Age



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Center For Healthy Aging Services





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Outcomes- Quality Data for TCNs

TCN Identified:

- 92% Medication discrepancies
- 82% High risk for readmission/hospitalization
- 16% Moderate risk for readmission/hospitalization
- 91% Fall risk
- 35% of patients were hospitalized within 12 months prior to seeing TCN
- 43% of patients live alone
- **Link to Community Services**
- 57% referred to certified homecare services
- 41% connected to provider
- 23% linked to caregiver services
- 71% required referral to social work/resource coordination
- 24% connected to dementia specialists
- 17% linked to behavioral health services
- 7.4% required referral to elderly protective services

Readmission rate: 3.7% Hospitalization 12.6%



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Training for caregivers of people with dementia improves:

- Caregiver confidence
- Ability to manage daily care challenges
- Supports caregivers in their role and relationship



Caregiver education and support has delayed Skilled Nursing Facility (SNF) placement by approx. 1.5 years

•N=198

- •Annual CT SNF =\$144,000/year
- •18 Months CT SNF= \$216,000
- Possible healthcare cost savings \$42,768,000

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 2/26/2019
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 *Mittleman, M.S., Haley, W.E., Clay, O.J., Roth, D.L. Neurology 2006;67:1592-1599 DOI: 10.1212/01.wnl.0000242727.81172.91
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REACH Data

Measurement	Value
Total patients referred to REACH	222
Referred by HHCMG provider	200
Referred by non-HHCMG provider	18
Active REACH patients	170
Index hospitalization rate	29.3%
30 day readmission rate	5.9%
Referrals from REACH to HHC	59.9%
Referred to or utilizing home health	83.8%
Referred to or utilizing HHC at Home	41.4%
Referred to or utilizing hospice	32.9%
Have an advance directive on file	24.8%
Code status is DNR	32.9%
ICP involved	63.5%
Passed away	23.0%
% on Hospice among pt's who passed away	83.0%
Passed away at home	60%
Passed away in hospital	40%



Questions and Comments

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