Sustainable Quality Improvement in Geriatric Health Settings Through Leadership Training

INTRODUCTION
- Due to a rapidly growing geriatric population, there is an urgent need to advance innovative healthcare initiatives.
- Interdisciplinary collaboration is essential in geriatric healthcare settings due to the complex needs of older adults.
- Each different profession has a unique perspective on client care, and together can enhance the quality of client outcomes.
- Developed a 10-month Geriatric Practice Leadership Institute (GPLI).

METHODS
- A Rapid-Cycle Quality Improvement Approach was used to guide curricula.
- Each cohort attended three to five one-day sessions between September and December.
- Interdisciplinary teams developed a geriatrics-related quality improvement project addressing a priority area for their client population (Table 1).
- Teams received support from a dedicated Coach, Program Faculty, and their respective organizations.
- An online learning platform provided additional resources for communication and team collaboration.
- Evaluation surveys using Likert scale items were administered after each session, at the end of the Institute, and 3 months post-institute completion.
- Open-ended responses were examined using qualitative thematic analysis.

TABLE 1: Quality Improvement Projects

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<tr>
<th>Year</th>
<th>Priority Areas</th>
<th>Project Description</th>
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<tr>
<td>2017</td>
<td>Health Literacy, Medication</td>
<td>Develop an education bundle for family/caregivers of patients with dementia on our unit in order to improve their understanding of patients’ medications, post-acute care needs and access to community resources following hospitalization.</td>
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<td>2018</td>
<td>Falls Prevention</td>
<td>Incorporate a falls risk assessment, at least partly based on the STEADI initiative as published by the CDC, when feasible, during our encounters with the elderly population.</td>
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<td>2019</td>
<td>Advance Care Planning, Health</td>
<td>Develop a uniformed approach to initiate actions to assure that each patient has an advance directive to physicians on the Electronic Medical Record.</td>
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<td>Develop a program to help older patients manage medications effectively to reduce missed doses, decrease medication confusion, and increase the correct administration of medication.</td>
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<td>2017</td>
<td>Chronic Disease Self</td>
<td>Address development of sustainable model for delivery of the Aging Mastery Program in prevention, advance care planning.</td>
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PROGRAM OUTCOMES
- Attitudes of effective strengths partnerships in geriatric care
- Implementation of the Aging Mastery program
- Personal strengths of interdisciplinary attributes and skills
- Focusing on the development of interdisciplinary team collaboration

QUALITY IMPROVEMENT LEARNING OBJECTIVES
- Establish improvement goals
- Communicate quality improvement results
- Identify possible strategies for change
- Choose the outcome and intervention for assessing quality improvement
- Prepare a written action plan for quality improvement
- Collect and analyze data for quality improvement
- Determine and prioritize potential areas for improvement
- Current and future drivers of healthcare change related to geriatric best practices
- Implement & evaluate a sustainable quality improvement project related to geriatric best practices
- Examine the influence and effect of organizational culture and system change
- The aging workforce and population health

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RESULTS

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<th>Year</th>
<th>Organizations Represented</th>
<th>Coaches</th>
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<td>James L. West Center for Dementia Care</td>
</tr>
<tr>
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<td>The Woman’s Center</td>
<td>Tarrant County MHMR</td>
</tr>
<tr>
<td>2019</td>
<td>Brookdale Senior Living</td>
<td>Texas Health Fort Worth Hospital</td>
</tr>
<tr>
<td>2017</td>
<td>UT Southwestern</td>
<td>UT Southwestern MedStar Mobile Healthcare</td>
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CONCLUSION & DISCUSSION
- Focusing on the development of interdisciplinary team collaboration and communication can foster development of interventions that improve geriatrics care in health systems.
- Interdisciplinary teamwork in conjunction with leadership training can produce rapid change in health practices.
- Projects developed with the GPLI are sustainable, and provide continuous data collection for future use.
- Institute graduates feel more confident about leading future quality improvement projects.
- Teams will disseminate their work through abstracts, posters, and presentations.
- Teams will receive a certificate of participation upon completion of the Institute.
- Benefits of the GPLI extend beyond the participant to their respective organization.
- As participants improve their leadership and project development skills, the organization will become better prepared to serve a rising aging population.
- With a goal to expand quality geriatrics care into rural and underserved areas, the GPLI will transition to an online format.
- An online participation option will allow the program to impact geriatric health systems nationwide.

ACKNOWLEDGEMENTS

Collaborating partners: