



Improving the In-Hospital Experience for Elders



Project Team: Westview Health Centre Acute Care and ER Staff and Physicians
Contacts: Ellen Elliott, Site Director, Kathy Romaniuk-Verge, NP

Driving Force

- Hospitals have unnecessary stimulus (e.g. noise and bright lights). 🤯
 - These stimuli negatively impact elderly patients (e.g. increased delirium, increased fall risk). ⚠️
- Goal** – improve the physical environment to support the wellbeing of elderly patients.

Effort

- Noise reduction – focus on call bells and paging
- Full spectrum lights
- Visual cues – clocks/calendars
- Comfort Rounds – 4 P’s (pain, potty, positioning, personal)
- Name, Occupation, Duty (NOD)
- Delirium management education
- Acute care unit dining room
- Staff companion phones
- Team engagement

Progress

- Discontinuation of site wide paging
- Improved patient and staff satisfaction
- Team engagement
- Hidden gems: 💎
 - reduced medication administration times
 - reducing polypharmacy

Challenges

- Companion phones
- Renovations/construction
- Inconsistency of project team members

“Decreasing the number of medication times has had a significant impact on medication delivery on evenings and has given me more time for hands-on patient care – it has been great!”
- unit LPN



“Stopping the site wide paging has had a huge impact on the amount of background noise, especially on days.”
- charge RN



Next Steps and Sustainability

- Standardized dementia care
- Protecting sleep initiatives
- Antipsychotic use in the elderly
- Restraints as a last resort
- Audits/Chart reviews
- Spread to other sites

