

Improving Communication between Assisted Living Unlicensed Staff and EMS/ED Staffs



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Enriching Clinical Learning Through Partnerships with Community Residential Care (CRC) Organizations (ECLEPS)

- ▶ Relationship-based; shared decision making
- ▶ Success defined as mutually beneficial experiences (residents/staff & students)
- ▶ Long term assignment of faculty to organization
- ▶ Students assigned for two terms (~20 weeks)

Successful Partner Activities

- ▶ Resident transition tool for continuity in person-centered care during hand-offs between unlicensed staff when a resident moves from one part of facility to another.
- ▶ Diabetes Type II management education and resources for caregivers in residential care facilities
- ▶ Pain assessment tool recommendations and use instructions for caregivers caring for people with advanced dementia

Outcomes

- ▶ RN students' appreciation for complex care provided in CRC, understanding of care limitations in CRC, and confidence they would be better communicators/partners with CRC nurses during transfer hand-offs.
- ▶ CRC RNs valued students' current knowledge shared with RNs (finding best-fit, evidence-based practice guidelines, creating projects that capitalized on technology (ppt), quality of work left with CRC after graduation.
- ▶ Staff received training in current practices: Person-centered care, coaching leadership model, quality improvement
- ▶ Residents ?? Projects without funds for long-term evaluation of outcomes or satisfaction

2016-18: Expanding ECLEPs academic-clinical partnerships

- ▶ Quality Care Fund grant from DHS
- ▶ & inappropriate use of EMS by CRC
- ▶ Focus on quality improvement: Recognizing change in condition
- ▶ Addressing inappropriate use of EMS/ED by CRC
- ▶ Create resources that could be used by RCR throughout state

~ 12-month needs assessment

- ▶ Need topic determined by partner CRC
 - ▶ 2 sites: falls prevention
 - ▶ 1 site: Contacting outside agencies when needing assistance with resident
- ▶ Document review, staff and resident focus groups/interviews, EMS and ED RN interviews.
- ▶ Repeated theme:
 - ▶ Staff uncomfortable working with EMS/ED staffs
 - ▶ CRC staff regarded, intimidated, unsure of how to communicate. Avoidance mode
 - ▶ EMS staff overbearing, disregard and scare staff

Communication packet: CRVC staff with EMS

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- Staff with no structured communication processes

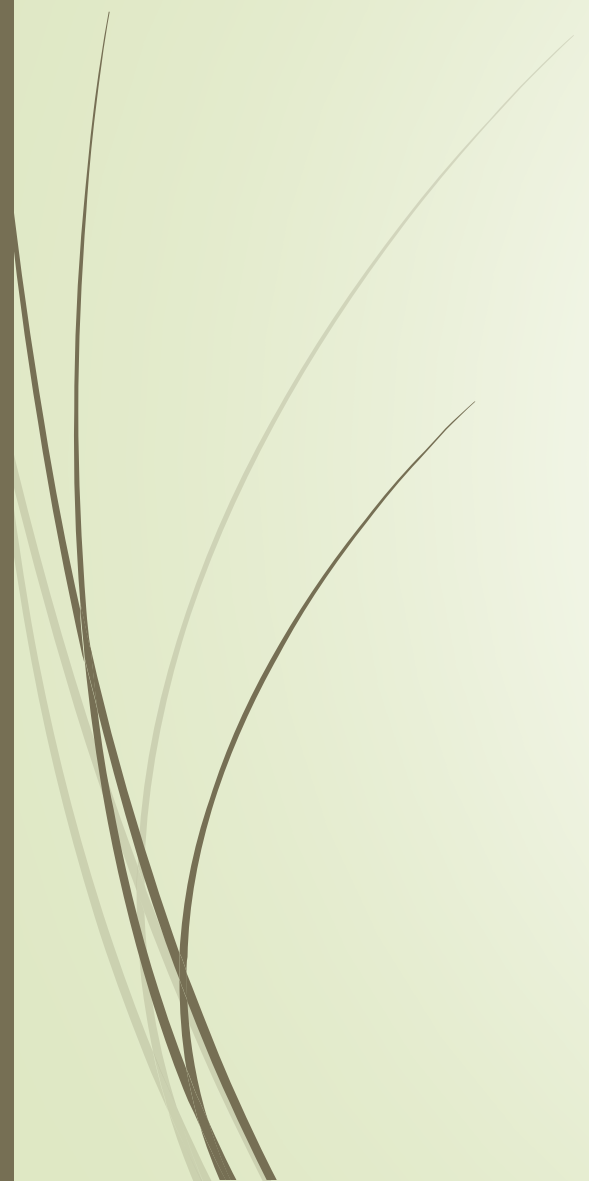
Therefore

- Two videos with discussion guide
- Role play simulations with debriefing guide
- Documents supporting best practices in communication
 - Literature review
 - [Interact© resources](#)
- Pilot test of materials
 - 15 caregivers, RNs, administrators
 - 1 firefighting/1st responder team
- Positive feedback and suggestions

“Good” communication

<https://ohsu.account.box.com/login>

Role Play Scenarios



Goal

- ▶ All resources and instructions on ECLEPS site by 6/30/18

<http://www.ohsu.edu/xd/education/schools/school-of-nursing/about/centers/hartford-center-geriatric-nursing/continuing-education/ecleps/index.cfm>

Dissemination: Industry presentations, APD web site, ECLEPs web site, Mass emails, other?

Questions/comments?