Patient and Family Centered Care Within Our Older Adult Population

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Patient and Family Centered Care Within Our Older Adult Population
78P Medical Surgical Unit
Lehigh Valley Health Network, Allentown, Pennsylvania

**Background:**
- 1994 Patient Centered Care
  - Practice Environment for Patient Centered Care
  - Patient
  - Customer Service
  - Professionalism
  - Improvement
  - Research
  - Leadership
  - Consistent Performance Management
  - Organizational Development
  - Collaborative Practice
  - Began with a framework...

**Strategies:**
- Education of staff
- Effective strategies utilized to incorporate patient and family presence within our older adult population:
  - Bedside Shift Report
  - Hourly Rounding
  - Teach Back
  - Follow-up Phone Calls
  - Assessing Caregiver Preparedness
  - Recognition of geriatric syndromes
  - Collaborative partnerships among the healthcare team, including patient and family

**Outcomes:**
- Patient Satisfaction 2010

**Implications:**
- In caring for the older adult patient, inclusion of family and friends can be valuable sources of information
- Often critical in assisting nursing in communicating the needs of the older adult patient
- Current goal: Continue to embrace the concept of patient and family centered care with our elderly loved ones

- In 2010, Lehigh Valley Health Network became a NICHE hospital, increasing our focus on geriatric needs