Kathleen Valentine, RN, MS, PhD is the charter member and past president of the International Association for Human Caring and the founding editor of the International Journal for Human Caring. Her area of research includes development of professional practice environments and the relationship between cost, quality and satisfaction and the patient care experience. She has been a leader in complex health care organizations across the country and is currently leading two nurse managed centers, one focused on diabetes, the other on the care of persons with memory disorders. These centers serve as vibrant learning laboratory for faculty to practice and students to learn about caring practice in action.

Eugenia Millender PhD(c), RN, MS

Maria Ordonez DNP, ARNP-BC
Transforming Practice Through Embracing Caring in Nurse Managed Centers

May, 2013
International Association for Human Caring
Kathleen Valentine RN, MS, PhD
Eugenia Millender PhD(c), RN, MS
Maria Ordonez DNP, ARNP-BC
Appreciation

Palm Healthcare Foundation
Florida Blue Foundation
Caring Hearts Auxiliary

Colleagues, students, patients and families who help us to grow in caring
Significance

Nurse Managed Clinics lead at the margins, positive role affirmed in Affordable Care Act

Uncertainty in healthcare system, unaccustomed to ARNP practices and innovation

Insurance empanelment process moving from volume to value model with new opportunities

Nursing as a discipline aligns with chronic care, population health, economics of caring, seeing the patients as whole and complete striving for health and well being
By 2050 1/3 of the adult population...probably ½ of minority children born since 2000 will have diabetes.
1 in 8 persons at age 65 will have Alzheimer’s or related dementia. At age 85, that changes to 1 in 2

Another American develops Alzheimer’s disease every 68 seconds. In 2050, an American will develop the disease every 33 seconds.

Alzheimer’s 6th leading cause of death increased 66 percent between 2000 and 2008
Both Epidemics are Costly

Each Year in the USA:

Diabetes costs $174 billion (an increase of 32% since 2002)

Alzheimer’s and related dementias (ARD) cost $200 billion

Uncompensated family caregiver support for Alzheimer’s and ARD cost $210.5 billion
Nursing is the protection, promotion, and optimization of health and abilities, prevention of illness and injury, alleviation of suffering through the diagnosis and treatment of human response, and advocacy in the care of individuals, families, communities, and populations (ANA 2010).

Be full partners, with physicians and other healthcare professionals, in redesigning healthcare in the United States. (IOM and AACN 2010)
Our Re-Designed Nurse Led Models

Nurse led centers for caring in action, a place to learn and grow in caring science and practice.

Model includes Interprofessional competency domains:

- Value/Ethics for Interprofessional Practice
- Roles/Responsibilities for Collaborative Practice
- Interprofessional Communication
- Interprofessional Teamwork, Team-based Care

- Patient/Family Population Centered
- Across the Full Spectrum of Care
Scholarship of Application

Interior individual— Caring relationship, Culturally sensitive care

Interior collective— Knowing/sharing the story case conference, inter-professional team, family, referral sources

Exterior individual— Evidence based biometric and standard cognitive and affective tests

Exterior collective- population trends, outcomes, research

The healing relationship as a whole system (Wilber in Quinn et al 2003)
Memory and Wellness Center

A state designated memory disorder clinic, also the State of Florida’s first adult day center designated “Specialized Alzheimer’s Services”.

• Diagnostic services, Medicare reimbursable. Day Center, self pay.

• Bi-lingual staff, inter-professional partners (ARNP, Neuropsychologists, Physical Therapy, Social Work, Referral Physicians, Activities Therapists, practice management, electronic health record IT)
Memory and Wellness Process

• Interior individual—subjective, as known, experienced and lived by nurse/patient

  Geriatric ARNP, memory focused assessment, patients’ story, nurse as co-participant sharing knowledge and authentic presence. Healing environment, sacred space.

• Interior collective—inter-subjective, knowing/sharing the story, inter-professional team case conference, common themes guide the personalized plan of care around what matters most to the person/family, collective story, shared vision which embraces caring and transforms practice

The healing relationship as a whole system (Wilber in Quinn et al 2003)
• Exterior individual—objective as measured. Physiological and standard cognitive, mood, functional ability tests.

Day center—exercise anticipatory guidance at all times so that each day is the best day for each participant, quality of life, case conference with inter-professional staff.

• Exterior collective—inter-objective related to systems patient satisfaction, caregiver satisfaction, expression of comfort, being heard and valued.

Research studies looking at collective outcomes.
Appraisal – Results Achieved

Comprehensive memory assessment: 1500 annually
  Inclusive of individual family, neuropsych, clinical, fall risk, and social assessments

16,000 participant encounters with Day Center and Caregiver Support Program:
  7 groups (100 people) a week, monthly education
  130 -160 participants per week
Brain health classes, couples groups
Holistic services- mindfulness, yoga
Clinical Research: Exterior Collective

- Adherence study
- Fall risk prevention
- Caregiver/participant stress at entry to Day Center
- PCORI- decision making in transfers from the nursing home, long term care (LTC) or skilled nursing facility (SNF), to acute care (hospital)
- Healthy Aging registry
Diabetes Education and Research Center

• An ADA certified, comprehensive program of family and community centered diabetes education and care for children and adults who are at risk for diabetes or its complications. Culturally sensitive.

• Reimbursable service for insured and uninsured, in-network contracts

• Fully operational clinic with clinical lab, education, telehealth, lab, bi-lingual staff, inter-professional partners (ARNP, RD, CDE, SW, PharmD and MD), practice management, electronic health record
Embracing a Healthy Tomorrow:
Empowering Communities to Overcome Childhood Obesity

We PROVIDE:
- Caring Nurse Practitioner Services
- Pediatric Endocrinologist Services
- Obesity and High Cholesterol Classes
- Diabetes Self Management Classes
- Gestational Diabetes Classes
- Carbohydrate Count Classes
- Pharmacological Education
- Nutritional Education

We do much more than treat diabetes; we help you prevent it.

For an appointment, contact 561-803-8880 or emillend@fau.edu.
5205 Greenwood Avenue, West Palm Beach, Fl. 33407
For more information, visit www.faudiabetescenter.org or "FAU Diabetes Education and Research Center" on Facebook.

5205 Greenwood Avenue, Suite 110
West Palm Beach, FL 33407
561-803-8880
www.faudiabetescenter.org

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This book has been created for DERC at FAU
By Dragone's Lair LLC and a panel of experts from the FAU DERC
## DERC Community Impact 2011/2012

### Florida Atlantic University

**CHRISTINE E. LYNN COLLEGE OF NURSING**

<table>
<thead>
<tr>
<th>Expected</th>
<th>Actual</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>21</td>
<td><strong>Communities touched</strong></td>
</tr>
<tr>
<td>10</td>
<td>12</td>
<td><strong>Employer groups educated</strong></td>
</tr>
<tr>
<td>12</td>
<td>17</td>
<td><strong>Policy initiatives</strong></td>
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<tr>
<td>10</td>
<td>14</td>
<td><strong>Youth groups educated</strong></td>
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<tr>
<td>25</td>
<td>114</td>
<td><strong>Presentations</strong></td>
</tr>
<tr>
<td>803</td>
<td></td>
<td><strong>Adults educated</strong></td>
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<tr>
<td>523</td>
<td></td>
<td><strong>Children educated</strong></td>
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<tr>
<td>1579</td>
<td></td>
<td><strong>Patients seen at DERC</strong></td>
</tr>
<tr>
<td>1735</td>
<td></td>
<td><strong>Families ed. At DERC</strong></td>
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<tr>
<td>278</td>
<td>820</td>
<td><strong>Total marketing visits/year</strong></td>
</tr>
<tr>
<td>227</td>
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<td><strong>Agency networks</strong></td>
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<tr>
<td>242</td>
<td></td>
<td><strong>Third party payers</strong></td>
</tr>
<tr>
<td>351</td>
<td></td>
<td><strong>Clinical visits</strong></td>
</tr>
<tr>
<td><strong>4321</strong></td>
<td></td>
<td><strong>Total lives touched</strong></td>
</tr>
</tbody>
</table>
A1C trending for those diagnosed with diabetes shows that the more visits, the greater the drop and the more sustained the effect. With each percentage point decrease, 40% decrease in cardiac, hypertension and other co-morbidities. On average a .5 drop is what is expected with any single intervention- these data show the effect of our comprehensive model of care.
Our volume of visits has met or exceeded the benchmark
Our self pay target has been met
Our clinical outcomes show positive, significant and measurable outcomes
We provide a respected service in the community
Patient/family stories show making a difference
Our revenue targets from third party payers are growing but not yet met.
Positioned for partnerships in ACA
Our Vibrant Learning Laboratory

Patient populations

Projects- undergrad, grad DNP and PhD, PharmD, social work, medical student

Research data, access to patients, electronic health record

Partnerships- community, and inter-professional teams model caring in action
Our Centers:

• Promote each discipline working to the full scope of their education and training.
• Provide a vibrant learning laboratory to integrate all levels of education to promote seamless academic progression.
• Embrace all interdisciplinary partners in redesigning healthcare for our communities.
• Provide data to contribute to the business case for advanced practice nursing in workforce planning and policy.
"A smooth sea never made a skillful mariner."

-English Proverb