Managing Delirium in Acute Care: The Mystery Can be Solved Through Caring

Candice Hickman, MSN, RN is a Clinical Practice Specialist and the Simulation Coordinator for Holy Cross Hospital in Ft. Lauderdale, Florida, and an adjunct faculty member at the Christine E. Lynn College of Nursing at Florida Atlantic University. She is also a PhD student, and her area of research is the use of simulation in teaching caring nursing, and the impact nurse caring behaviors have on patient satisfaction. Candice has published numerous articles about the use of simulation in nursing education, and often presents at nursing conferences on topics related to nursing education, simulation, and evaluation of learning. Candice is actively involved in the Florida Healthcare Simulation Alliance (FHSA), where she serves as a member of the Steering Committee, and as an instructor for the FHSA Essentials of Simulation course.

Meg Scheaffel, BSN, RN, MBA-MHA is VP and Chief Nursing Officer at Holy Cross Hospital located in Fort Lauderdale, Florida. Holy Cross is a 570 bed Manget Organization located in Fort Lauderdale, Fl. Meg has an extensive background in project management, leadership and workforce development, and quality process improvements. She leads a passionate team of professional nurses who strive to advance the profession of nursing and positively impact patient outcomes.

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Presentation Objectives
Upon completion of this presentation, the participant will be able to

- explain the challenges associated with caring for patients experiencing delirium in acute care
- describe the process one hospital used to manage patients experiencing delirium utilizing evidence-based best practices and caring theory
- explain how the TLC-A volunteer program can lead to improved patient outcomes, and increased nurse, patient, and family satisfaction.

Dellirium in the Acute Care Setting
- Occurs in up to 50% of hospitalized older adults
- Associated with significant increases in length of hospitalization, mortality, and health care costs
- Other challenges associated with caring for patients experiencing delirium include:
  - Patient Falls
  - Restraint Use
  - Anxiety and Fear
  - Use of Sedatives
  - Increased Confusion
  - Confusion

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Tender Loving Care – Advanced (TLC-A) Program

- Based on a “candy striper” model
- Potential candidates screened by volunteer coordinator
- Four-hour TLC-A orientation program in addition to regular volunteer orientation
- Volunteers matched with patients by clinical practice specialist and nurse clinician

Hospital Elder Life Program (HELP)

Manuals and PowerPoints

http://www.hospitalelderlifeprogram.org

Grounded in Caring Philosophy

- Volunteers participate in simulations where caring behaviors are modeled.
- Possible patient encounters the volunteers might experience are practiced.
TLC-A Volunteers in Action

Looking to the Future

- 18 volunteers awaiting scheduling for next TLC-A orientation program.
- Data collection to begin on restraint use, fall rates, and patient satisfaction scores after full implementation of TLC-A program.

References

