



GEDC | THE GERIATRIC
EMERGENCY DEPARTMENT
COLLABORATIVE
EDUCATE IMPLEMENT EVALUATE

Providing Excellent Geri ED Care during COVID Strategies for Coping

January 24, 2022

A GEDC Expert Panel Webinar



Moderated by:

Don Melady, MSc(Ed), MD
Emergency Physician
Mount Sinai Hospital, Toronto, Canada
GEDC Faculty

EXPERT PANEL



Aaron Malsch, RN
Senior Services
Advocate Aurora Health



Pamela Martin, GEMS APRN
Geriatric Emergency Medicine
Yale New Haven Health
Connecticut



**Amber Koplitz, MHA, BSN, RN,
NE-BC**
Manager, Emergency Services,
Aurora Medical Center
Washington County, Wisconsin



Ula Hwang, MD, MPH
Professor of Emergency Medicine
Vice Chair for Research
Yale School of Medicine



Amber Widenski, DO
ED Medical Director, Geri ED
Lead
Aurora Medical Center
Washington County, Wisconsin



Lauren Southerland, MD
Director of Clinical Research,
Quality Improvement Lead
Geriatric ED
Ohio State University Medical
Centre



Nida Degesys, MD
Medical Director
Age Friendly ED
University of California, San
Francisco



Katie Buck, MD
Director Geriatric ED
Ohio State University,
Columbus, Ohio



GEDC

THE GERIATRIC
EMERGENCY DEPARTMENT
COLLABORATIVE

EDUCATE IMPLEMENT EVALUATE

gedcollaborative.com



@theGEDC

Our Vision

A world where all emergency departments provide the highest quality of care for older patients

Our Mission

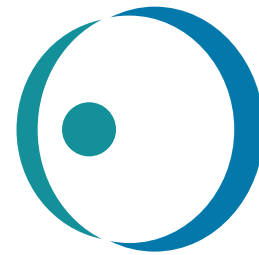
We bring best practice into action.

We transform and evaluate interdisciplinary best practice in geriatric emergency medicine, and then build and distribute practical, evidence-based clinical curriculum and quality improvement tools that support sustainable, quality care for older adults.

**Generously
supported by**



The
**John A. Hartford
Foundation**



westhealthTM
institute



Providing Excellent Geri ED Care during COVID

Strategies for Coping

Expert Panel Webinar

The Geriatric Emergency Department Collaborative
January 24, 2022

 @theGEDC

www.gedcollaborative.com

www.Gedcollaborative.com/partnership

Meet Your Expert Panel



Aaron Malsch, RN, MSN, GCNS-BC
Geri ED Program Manager
Advocate Aurora Health



Pamela Martin, GEMS APRN
Geriatric Emergency Medicine
Yale New Haven Health
Connecticut



Amber Koplitz, MHA, BSN, RN, NE-BC
Manager of Emergency Services,
Aurora Medical Center
Washington County, Wisconsin



Ula Hwang, MD, MPH
Professor of Emergency Medicine, Vice
Chair for Research
Yale School of Medicine



Amber Widenski, DO
ED Medical Director, Geri-ED Lead
Aurora Medical Center
Washington County, Wisconsin



Lauren Southerland, MD
Director of Clinical Research,
Quality Improvement Lead
Geriatric ED
Ohio State University Medical Centre



Nida Degesys, MD
Medical Director
Age Friendly ED
University of California, San Francisco



Katie Buck, MD
Director Geriatric ED
Ohio State University,
Columbus, Ohio



Please post in the
Chat
one innovation
in your ED that
has had impact
for older adults
during the
pandemic.

Aurora Medical Center Washington County



Lots of communication from champions to staff.



Express gratitude for small and big wins (“thanks for placing those orders before noon!”) and to interdisciplinary team for participating.



Promote a community feel among all caregivers – that the patients are part of the community too.



Post positive statistics for all to see.



Share success stories back to the front line.



Remind everyone that these interventions and initiatives improve care for patients and also department function.

University of California, San Francisco



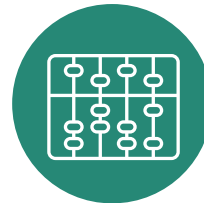
Focus on the **positive**: give staff something that helps their patients AND the department (and that isn't just about COVID)



One SIMPLE intervention:
Caregivers are ESSENTIAL – both for better patient care and for better hospital functioning.



Find ways to integrate interdisciplinary team into the ED.



One COMPLEX intervention:
Keep sustainability in mind from the beginning: think about finances of interventions.



Use the power of narrative to drive decision-making and change:
One bad outcome can have a powerful effect as a change motivator for staff and leadership.

Yale University



Focus on COVID-relevant care – delirium identification, prevention, management.



Share success stories – patient narratives inspire front line to adopt interventions



Work with existing strengths in your system, and build upon them.



Share data, stats and numbers, individualized feedback.



Find key collaborators (IT partners, system-level planners) to work with.



Reward excellent performance.

Ohio State University



Remember, new staff and travel nurses need to be trained and acculturated. Screening had to be added to travel orientation.



Pick your battles: know when to push and when not to.



Champions are essential. Nursing, Resident, Physician Champions – the more members of the team we integrate the more creative solutions we discover!



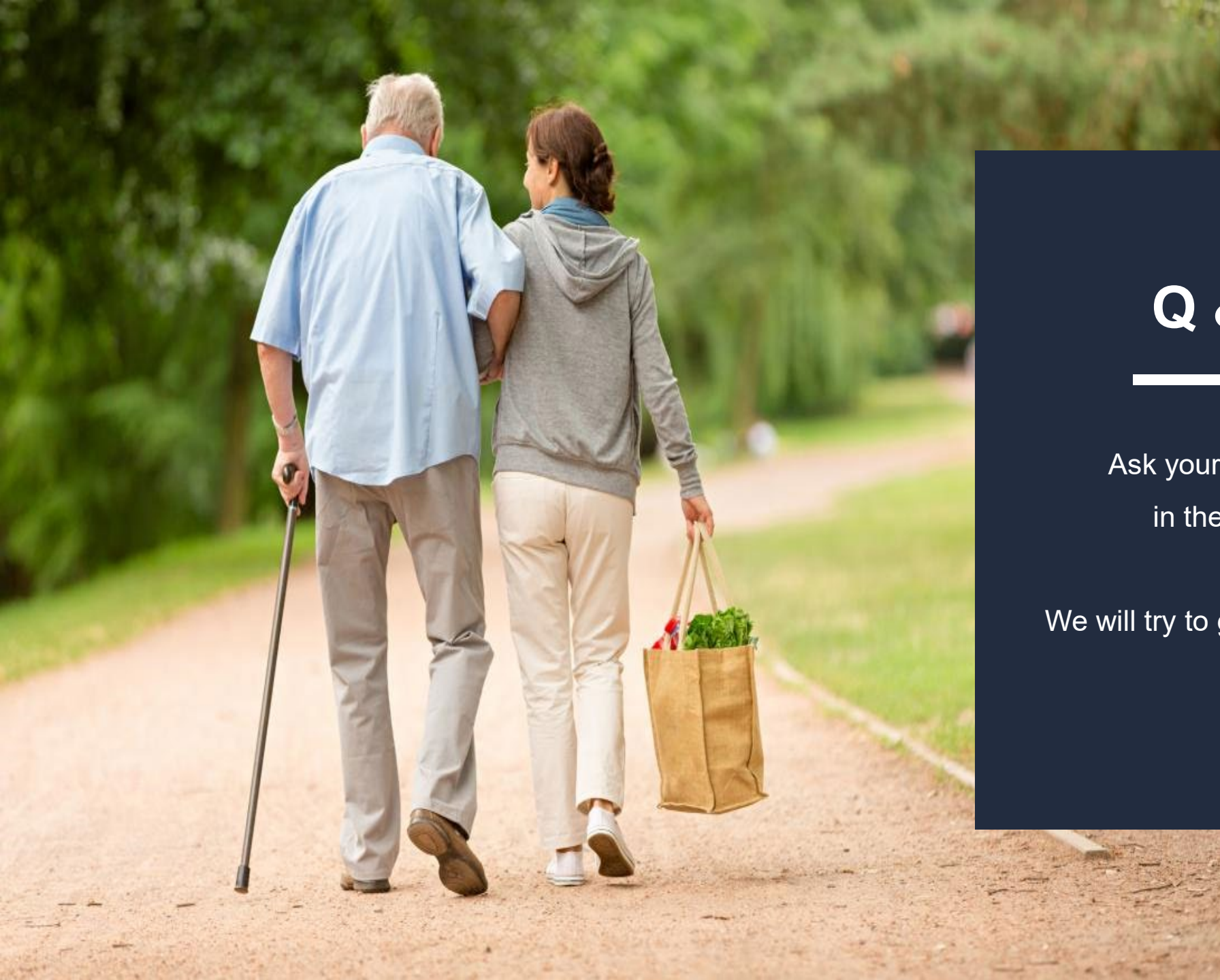
Use team-based competition, rewards, and add gamification to incentivize people. (In larger systems, this could be hospital-to-hospital competition)



Use tracking boards to identify superstars and flag areas for improvement.



Recognize that different parts of the same system can be like different little civilizations. Treat them differently.



Q & A

Ask your questions
in the CHAT

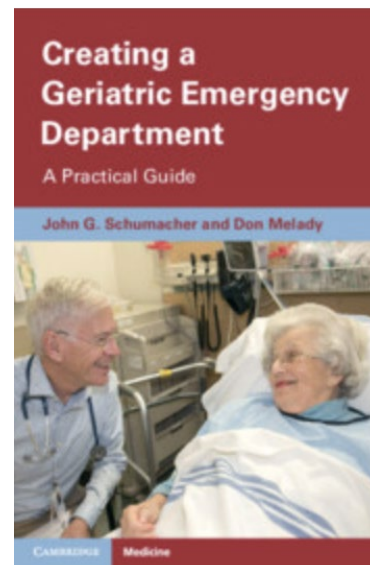
We will try to get to everyone



OUR NEXT GEDC
EXPERT PANEL WEBINAR

Accreditation of a Geriatric ED

March 14, 2022 @ 3PM EST



Featuring:

- Nicole Tidwell
- Dr. Kevin Biese



GEDDC

THE GERIATRIC
EMERGENCY DEPARTMENT
COLLABORATIVE

EDUCATE IMPLEMENT EVALUATE

gedcollaborative.com

 @theGEDDC

We bring best practice into action.

Stay Connected!

Follow us on Twitter or sign up for our mailing list on our website to learn about upcoming GEDC webinars and events.

**Generously
supported by**



The
John A. Hartford
Foundation



westhealth[™]
institute