Mixing Models: Creating Synergy in a Trans-Disciplinary Environment

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Disclosure Statement

- The presenters have no known conflict of interest to disclose.

Learning Objectives

1. Describe the key assumptions of the AACN Synergy Model and the various trans-disciplinary models of psychiatric nursing care.
2. Articulate the process for evaluating professional practice models of care and incorporating the “best of the best” to create a relevant psychiatric professional nursing model.
3. Incorporate the concepts and processes in transforming nursing practice that delivers excellent patient outcomes within the accountable care organization parameters.

Overview: The Ohio State University Wexner Medical Center

Mission
To improve people’s lives through innovation in research, education and patient care

Vision
Working as a team, we will shape the future of medicine by creating, disseminating and applying new knowledge, and by personalizing health care to meet the needs of each individual
Values
Excellence
Collaborating as ONE University
Acting with Integrity
and Personal Accountability
Openness and Trust
Diversity in People and Ideas
Change and Innovation
Simplicity in our Work
Leadership
Empathy and Compassion

Promise
Improving people’s lives… through
personalized health care

Values and Promise

Every Day is an Opportunity
- 3281 FY 12 Admissions- OSU
  Harding- 74.8 % from the Emergency Department
- 7 days- average inpatient Length of Stay

Wexner Medical Center

Become a top-20 academic medical center and a top-10 NCI-funded cancer program through advancements in research, education and patient care

Become a high-performance organization & workplace of choice

Generate an investment fund for mission development

Note: Top 20 across research, education and patient care as measured by NIH, Best Medical Schools, Best Hospitals, number of publications/citations and endowment

OSU Wexner Medical Center Expansion

- Revitalization of the research, education and patient care spaces, utilities, infrastructure and green spaces across our Medical Center campus, which includes the construction of the new James Cancer Hospital and Solove Research Institute and Critical Care Center.
- This is the largest expansion project in Ohio State’s history.

National Recognition

- As one of the most comprehensive health sciences campuses in the country, with nearly 7 million square feet of research, education and patient care facilities operated by more than 16,000 dedicated faculty, staff and students, The Ohio State University Wexner Medical Center plays a pivotal role in helping The Ohio State University achieve eminence.
College of Nursing Partnerships

- Joint Faculty Appointments
- Clinical rotation for Undergrad, Graduate and Psych NP Students
- Collaboration for Evidence Based Practice and Research initiatives
- BSN, RN to BSN Programs, Graduate Entry Nurse Practitioner Programs, Traditional Masters, DNP, PhD

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- Overview
- Background
- Implementation
- Outcomes
- Questions & Answers

Professional Practice Models

- AACN Synergy Model
- Trans-Disciplinary, Trauma Informed Care, Recovery Models
- What other models are organizations using?

Background: Why do we need a model for nursing?
Mixed Model for Transdisciplinary Psychiatric Mental Health Nursing Practice

Foundational
- Nurse Practice Act
- Scope and Standards of Practice
- Code of Ethics
- Social Policy Statement
- Magnet

Psychiatric Mental Health Transdisciplinary
- Positive Psychology/Post-Traumatic Growth
- Medical Co-Morbidities
- Trauma-Informed Care
- Strengths-based/Recovery
- Team (Discipline/Inter)
- Pharmacology

Psychiatric Mental Health Generalist
- Collaborative Nurse-Patient-Family Relationship
- Collaborative Team
- Patient-Family Education
- Cultural Competence

Nursing Discipline
- Nursing Assessment and Plan
- Wholism (Mind/Body/Spirit)
- Documentation
- Integrative Care
- Psychopharmacology
- Individual and Group Psychotherapeutic Modalities
- Trauma-Informed Psychotherapeutic Modalities (TICPT, TICBT, TIDBT, MI, SF)

PMH Generalist
- Strengths-based/Recovery
- Trauma-Informed Care
- Quality Improvement
- Team (Discipline/Inter)
- Patient Family Education
- Medical Co-Morbidities

PMH Transdisciplinary
- Collaborative Nurse-Patient-Family Relationship
- Patient-Family Education and Care
- Joint Care (Discipline/Inter)
- Pharmacology
- Quality Improvement

PMH Generalist
- Strengths-based/Recovery
- Trauma-Informed Care
- Quality Improvement
- Team (Discipline/Inter)
- Patient Family Education
- Medical Co-Morbidities
Mixed Model for Transdisciplinary Psychiatric Mental Health Nursing Practice

Making the Model Real
- Follow staff progression from "novice to expert"
- Use by staff/supervisors/educators to set goals-incorporate into staff evaluations and goal setting.
- Share training and educational opportunities
- Measure quality and patient satisfaction
  - Decrease restraint/seclusion
  - Decrease falls
  - Decrease contraband
  - Decrease readmission rates
  - Sleep? Ask the question!

Team Interventions
- Competency Assessment
- Synergy Education
- Skills Day
- Multidisciplinary Patient Planning- Flolan case study
- Trauma Informed Care Education
- De-escalation education
- Core Teams
- Treatment Team Design
- Unit Leadership Councils- Shared Governance

Competency Assessment
- Utilized Survey Monkey- 50% return rate.
Competency Assessment

Opportunity Results

OSU HARDING ESSENTIAL PMH COMPETENCY SURVEY OPPORTUNITIES

| % of staff that rated not competent or somewhat competent |
|-----------------|-----------------|-----------------|
| Critically analyze research reports as a consumer | Articulate knowledge of neurobiological mechanism of psychiatric medications | Evaluate the degree of evidence-based available to support common psychiatric nursing practice |

Multidisciplinary Patient Planning- Flolan Case Study

Psychologist at Nationwide Children’s Hospital consulted the Medical Director of OSU Psychiatric Emergency Services regarding a young woman having worsening auditory hallucinations and aggressive behavior requiring psychiatric hospitalization.

- The patient also had Pulmonary Hypertension from a young age and had been on IV Flolan, administered through a central line for 8 years.

Synergy Education

- System wide Nursing education retreat
- Unit education initiatives
- Model review and evaluation with key staff committees

Flolan Case Study

- The referring psychologist also mentioned that other inpatient psychiatric hospitals had denied the admission because of the complexity of the medication.
- With the help of a system wide multidisciplinary team, the decision was made to admit the patient and care for both her acute psychiatric needs and her ongoing medical needs.

Skills Day

- Recognized need to enhance nursing competencies with medically complex psychiatric patients- match the nurse competencies with the patient needs- Synergy Model.
- Utilized the role of the Nurse Educator to develop a comprehensive skills day that evaluated psychiatric and medical-surgical skills.

Flolan Case Study

- A multidisciplinary team of physicians, nurses, and pharmacists came together to plan for her admission.
- The question became, should this patient be admitted to the psychiatric unit with cardiology following, or to the heart hospital with the psychiatry consult team managing her psychiatric illness?
- Given that the primary reason for her hospitalization was psychiatric (hallucinations), the team was motivated to treat her at Harding Hospital if possible.
Flolan Case Study
- The psychiatric nurse educator pulled together information on pulmonary hypertension and care of the central line for the nursing staff
- The pharmacist educated on Flolan and arranged for the vendor of the infusion pump to in-service the staff
- The CNS from the cardiac area agreed to assist the psychiatric nursing staff on a daily basis with changing out the medication cassette and caring for the central line

Incorporating Trauma Informed Care
- Provide some information on how it informs the trans-disciplinary model for psychiatric specific needs
- Increase sensitivity to trauma history and its effects on present experience
- Provides a basis for multidisciplinary treatment planning
- Provides a rationale for trauma informed specific treatment modalities

Flolan Case Study- Key “Takeaways”
- Gather the team
- Make the appropriate decision for the patient’s primary needs
- Educate, Support and Educate!
- Include the patient and family

De- Escalation Training
- Provide stats on how violence has increased
- System wide training on CPI
- Educator is trainer for the program
Core Teams

- Core Charge Nurse Team
- Core Programming Team
- Matching competencies with needs of the patients
- Maximizing skills and areas of expertise/passion

Unit Leadership Councils

- Shared Governance - allow the staff to identify areas of focus based on patient and family needs and staff level of competency.

Treatment Team Design

- 3 teams - MD, RN, Tech, SW
- Collaborative example of Synergy and TIC

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Outcomes: What impact have we seen?
PATIENT SATISFACTION WITH PROGRAM ACTIVITIES

*June 2013 data not yet available

Data Source: Press-Ganey

PATIENT SENSE OF SAFETY COMPARED TO RATE OF UNIT VIOLENCE

*June 2013 data not yet available

Data Source: Unit-Based Data

Future Initiatives

- CALM model- ED services
- NP Bridge Programs
- Neurodiagnostic growth
- Psych Rapid Response
- Unit and Individual goals reflecting the models
- Multidisciplinary Core Teams
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What questions do you have?