

SE15

Provide one example, with supporting evidence, of the organization's recognition of an interprofessional group (inclusive of nursing) for their contribution(s) in influencing the clinical care of patients.

Example: Level I Geriatric Emergency Department Accreditation (GEDA) at WakeMed Cary

Interprofessional Group Including Nursing

WakeMed Health & Hospitals recognizes interprofessional groups for their contributions in influencing the clinical care of patients. One third of WakeMed Cary's Emergency Department (ED) visits involve geriatric patients. In December 2021, Madjimbaye Namde, MD, MBA, Cary ED Medical Director, presented information about Geriatric Emergency Department Accreditation (GEDA) from the American College of Emergency Physicians (ACEP) to Alyse Arnold, BSN, CEN, Cary ED Nurse Manager; Amy Short, MSN, RN, NE-BC, Cary ED Director; and Robert Sackman, MD, Cary ED Assistant Medical Director, at an annual Emergency Services Operations Planning meeting. Namde recommended pursuing Level II Silver GEDA, and the group endorsed moving forward with plans for submitting the accreditation document. Arnold and Short agreed to review the GEDA Level II criteria and begin compiling information for submission. ([Evidence SE15-1, Emergency Department Services Operations 2022 Planning Summary](#))

In March 2022, Namde, Arnold, Short, Sackmann, and Eric LeFebvre, MD, Geriatric ED Fellow, met with the following to present an overview of GEDA Level II requirements: Doug Trocinski, MD, MBA, FACEP, Cary Hospital Chief Medical Officer; Tom Hughes, MHA, FACHE, Cary Hospital Sr. Vice-President/Administrator; and Sabrina Tyndall, MSN, RN, NEA-BC, Cary Hospital Executive Director of Nursing. Accreditation documentation would require interprofessional involvement from case management, pharmacy, nursing, providers, and business operations. ([Evidence SE15-2, Executive Leadership Planning Meeting Minutes](#))

Following their presentation to pursue Level II GEDA accreditation, executive leadership instead recommended a goal of Level I/Gold GEDA. Hughes and Tyndall therefore formed a group of interdisciplinary stakeholders to discuss roles, responsibilities, and expectations to achieve this goal. The interdisciplinary stakeholder group included Edward Ocran, PharmD, Manager, Pharmacy; Lesley Bradley, BSN, RN, Manager, Case Management; Chris Barnes, MSN, RN, CEN, Clinical Educator, Emergency Services; Mariana Lopez, MSN, RN, CEN, Supervisor/Educator Cary ED; Stacy Wilson, OT, Manager Rehab Clinical Physical Therapy; and Kyle Clise, Business Development Specialist, Business Development. The GEDA interprofessional stakeholders group agreed with the plan to pursue GEDA Level 1.

Interprofessional Group Influences Clinical Care of Patients

From May 2022 through December 2023 the Geriatric ED stakeholder group collaborated to finalize the Level 1 GEDA documentation to meet the accreditation

criteria. The Cary ED already had the following criteria in place for GEDA: iliofascial hip blocks for hip fractures, case management coverage in the Cary ED, and educational videos specific to geriatric patient needs.

The following interventions were added to the Cary ED to ensure documentation fit the award criteria: a geriatric clinical nurse champion, physical therapist, and occupational therapist assigned to cover the Cary ED; a geriatric pharmacist; and large-font discharge instructions. The group also created, implemented, and sustained 22 protocols for continuity of care, including a specialized pain management protocol, dementia and delirium screening tools, falls prevention assessment, and discharge instructions specific to older adults. Ocran and pharmacy colleagues added content on discharge planning, including harmful medications and side effects for elderly patients. Hughes spearheaded the work environment changes in the Cary ED, such as installing non-slip flooring. Short ordered specialized stretchers and bed mattresses that have been shown to decrease the risk of pressure injuries. Short also obtained oversized clocks for each ED patient room to enable elderly patients to see the time clearly and reduce anxiety about the time of day. Short partnered with Caroline Youngblood, Director of Marketing and Communication, to display easy to read signage throughout the ED. Arnold purchased hearing-assistive devices and provided 24/7 easy access to food and drink in the ED.

A WakeMed Foundation grant supported Geriatric Emergency Nursing Education (GENE) training for 15 Cary ED nurses. This program improves nurses' awareness of geriatric patients' language barriers in healthcare and improves patient outcomes. In addition, Bethany Fox, MBA, HCA, BSN, RN, CEN, CCM, Clinical Nurse IV Cary ED, wanted to ensure continuity of care was addressed for older adults being seen in the Cary ED from local skilled nursing facilities. In October 2023, Fox created an interfacility transfer form with patient-specific accommodations that are reported to the ED by skilled nursing facility staff. This would ensure vital patient information is communicated upon arrival to and discharge from the Cary ED, thereby enhancing collaborative relationships with Cary community facilities.

Organizational Recognition

The documentation for GEDA was submitted in May 2023, and the pre-site meeting with the surveyors was held in November 2023. On January 29, 2024, GEDA surveyors conducted a virtual site visit, and on February 6, 2024, the Cary ED was awarded Level I Gold GEDA. WakeMed Health & Hospitals recognized the interprofessional group for this achievement in several ways:

- On February 6, 2024, Caroline Youngblood, Director, Marketing & Communications, sent an email to all WakeMed management staff and all WakeMed Cary employees announcing the Level I GEDA, with Trocinski crediting the hard work of the ED physicians, staff, and supporting departments in achieving this recognition. ([Evidence SE15-3, Email to WakeMed Employees](#))
- On February 7, 2024, the WakeMed Health & Hospitals external website posted that the Cary ED had received Level I GEDA from ACEP. The website posting included several members of the interdisciplinary team who had worked to

achieve this accreditation. Team members names were listed on the post, including Hughes, Tyndall, Ocran, Short, Bradley, Arnold, Lopez, Namde, Barnes, LeFebvre, Wilson, Fox, and Clise. ([Evidence SE15-4, Cary Receives Level 1 GEDA](#))

The accomplishments of the interdisciplinary group that achieved Level I GEDA were also recognized in the WakeMed Weekly, an internal weekly email to WakeMed staff, and in the Microscope, a monthly employee newsletter. In May 2024, Tyndall, Short, Arnold, and Fox were recognized as Nursing Leadership of Excellence Award recipients at the WakeMed System Nursing Leadership meeting for their work in leading the interprofessional team to receive Level I Gold GEDA.