



Fall 2016

Thank you for your recent gift supporting one of our Geriatric programs. Your donation makes a tremendous impact on the lives and health of seniors and helps provide specialized care to meet their unique needs.

You play a role in helping seniors maintain their health and independence...thank you!

Pat's story

As a retired library clerk, it's no surprise Pat Wojnarowski of Warren carefully reads the educational pamphlets from her St. John Providence cardiologist. That information was life-saving last April, when Pat recognized the symptoms of atrial fibrillation, an irregular heartbeat that can lead to stroke, blood clots, heart failure and other heart-related complications.

"I had a strange feeling in my chest," says Pat, 81, who had a mild stroke in 2014 and received a pacemaker in 2015. "I called 911 immediately."

Pat went to St. John Macomb-Oakland Hospital, Warren, where she receives regular medical care. The hospital admitted her to its new Acute Care of the Elderly (ACE) Unit, which caters to the unique needs of patients age 65 and older.

The 27-bed unit focuses on safety, mobility and independence. Activities such as consistent and frequent walking accompany information about medication and drug safety, fall prevention, and other issues specific to each patient's lifestyle. Among the unit's special features are handrails, lower bed heights, cardiac monitoring when needed, white boards in all rooms to support patient-clinician communication, and amenities like warm blankets.

Pat's cardiologist met her at the unit, performed tests and made some medication adjustments.

"The care was wonderful and the staff really attends to you," Pat says. "They make time to talk with you about things other than medical treatment. It gives you a comfortable homey feeling."

Pat visited with her daughter, brother and sister in the unit's day room, where patients and their families can watch TV, play games, eat meals and socialize.



Pat Wojnarowski

"We love puzzles and spent time working on one together," Pat says. "The room is a nice option for patients."

After consulting with her physician, Pat returned home after two days.

"I carefully reviewed my medications with the staff before leaving," she says. "I live by myself and do all I can. I've had no heart issues since and want to keep on ticking!"

"I've told many people, if you want to have really good medical treatment, go to the ACE Unit. The care is truly excellent."

Geriatric Funds

Adult Care of the Elderly Fund -
St. John Hospital & Medical Center
(SJHMC)

Adult Chronic Disease Fund - SJHMC

Aging Services Fund -
Providence-Providence Park Hospital

**Care of the Older Adult - Acute
Care of the Elderly Unit Fund** -
St. John Macomb-Oakland Hospital
(SJMOH)

Geriatric Education Endowment -
SJMOH

The number of people
age 65 and older
in the U.S.
is increasing at a rate of
10,000 per day

273 caring donors contributed **359** gifts



totaling nearly **\$1.7 million**
to St. John Providence Geriatric programs in the past 18 months

Patient and his wife praise care on Wilson ACE Unit

Doug Natschke was hospitalized five times in four months, including a seven-day stay on the Ralph C. Wilson Jr. Acute Care of the Elderly (ACE) Unit at St. John Hospital & Medical Center. He and his wife, Mary, wanted to share their gratitude for the exceptional care on the ACE Unit, so Mary wrote the following letter.

“When you come into the hospital as a human with many lived experiences and then are put in a hospital gown, you are transformed into ‘patient,’ where it is easy to lose your identity and simply become a diagnosis. That’s where a dedicated team comes in. Every person (manager, RNs, patient care techs, health unit coordinators, housekeepers, dietary, spiritual care, lab, transporters and many others) was respectful, made eye contact, and asked how he was as a human being rather than just another patient. They often left wishing him healing and a better day. Their body language and words were authentic and caring. He mattered to them, and it showed—we felt safe in their care. There were so many fabulous nurses/PCTs and

many others that cared for him, managing his pain and symptoms. One of the nurses on midnights, noticing his unease, took time to offer him a backrub so he might be able to rest better. He was offered aromatherapy and often listened to the CARE channel to help time pass, especially the long, lonely nights. (CARE is Continuous Ambient Relaxation Environment television that features nature imagery, instrumental music and narration to help guide patients to a place of relaxation and comfort.) Dora the housekeeper made sure his room was spotless and lifted his spirit with her contagious smile. Each member of the team was remarkable, acting well beyond any job description, connecting, seeing him as a person, supporting his journey.

The many disciplines of doctors and their teams of residents, PAs (physician assistants), NPs (nurse practitioners) and students were all very patient, listened and readily shared what they knew, always asking if we had questions. Unlike other experiences, everyone worked together and respected one another’s

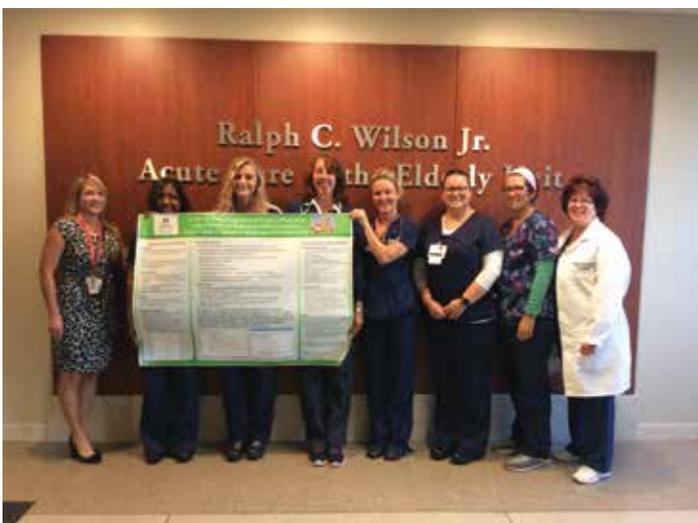


Mary and Doug Natschke at their son's wedding

information. It was reassuring that we had a dedicated team working together to find answers—even when there wasn’t any. It was important to know I wasn’t the only advocate for his care. There will always be things one can do to improve the patient experience; yet, we must pause to acknowledge and celebrate the extraordinary care of this team. We are very grateful indeed. It truly does take a village.”

Born between 1946 and 1964, **baby boomers** are now ages 52–70

Inpatient units meet unique needs of seniors



Nursing staff from the Wilson Acute Care of the Elderly Unit show off a poster displaying the development of the ACE Unit, which has become a model presented at national geriatric conferences.

Acute Care of the Elderly (ACE) Units at St. John Hospital & Medical Center (SJHMC) and St. John Macomb–Oakland Hospital (SJMOH), Warren, provide a specialized environment to meet the unique needs of patients age 65 and older.

The focus is on safety, mobility, independence, management of geriatric symptoms, and prevention of the loss of physical and mental abilities. The units are conducive to healing while promoting mobility and functionality so patients are more likely to return home and to the quality of life they enjoyed prior to hospitalization rather than going to a nursing home.

The ACE Units were funded by generous philanthropic support and capital dollars. While SJHMC has had an ACE Unit for several years, a \$1 million grant from the Ralph C. Wilson Jr. Foundation in 2015 allowed for the unit to be relocated, renovated and enhanced to provide a more optimal setting for

Continued on next page

Exceptional care and technology on the ACE Unit

Technology:

- The Ava Sys telesitter system was implemented on the Wilson ACE Unit. This wireless in-room monitoring technology features mobile units equipped with video cameras and two-way audio placed in rooms for patients requiring additional observation, especially those at risk for falls. Since the go-live date in March, 100 percent of patients monitored remained free from falls.
- Vein-finder technology is used by nurses to aid in visualizing fragile veins of older adults for successful IV starts.
- Efforts continue to bring an improved method of tele-health video conferencing to the ACE Unit at SJHMC.

Specialized staff and education:

The multidisciplinary team continually receives special training to address the individual needs of senior patients.

- The 4th Annual Geriatric Nursing Conference was held at SJHMC for staff and vendors to learn about services and products available to patients in the hospital and community to provide better outcomes for the older adult.
- ACE Unit nurses participate in geriatric resource classes on-site and attend classes about holistic nursing and national conferences to learn about geriatric syndromes to help provide exceptional care.
- A geriatric clinical nurse specialist collaborated with St. John Providence Retail Pharmacies on a Medication Therapy Management initiative. During the pilot, pharmacists called patients after discharge to follow up on medication instructions. Interventions on safety were performed, helping to lower the re-admission rate of ACE Unit patients.
- Educational presentations are scheduled in the day rooms for patients and families.



Gemma Dixon, RN, Clinical Nurse Manager, and Marilyn Cito, RN, Director of Nursing Education & Inpatient Nursing, ACE Unit, in the Community Resource Center on SJMOH's ACE Unit

Positive feedback from patients

- A survey was implemented at SJMOH to get feedback from patients and family members on activities in the day room. They especially like visits from the therapy dog, manicures from volunteers, chair exercise videos, games, books and puzzles.
- Patients enjoy the vintage artwork on both ACE Units.
- Patient satisfaction scores are meeting or exceeding targets for overall rating of care, nursing communication, pain management and discharge preparedness; positive comments mention the compassionate staff and excellent care.

Life expectancy in the U.S.
is now 79 years
up from 47 years in 1900 and 68 years in 1950

Inpatient units meet unique needs of seniors (continued)

seniors. The unit was named for Ralph C. Wilson Jr., a well-known, generous philanthropist who had a great commitment to SJHMC and the people of southeastern Michigan.

At SJMOH, the ACE Unit opened in July 2015 with more than \$177,000 in philanthropic support from the Volunteer

80% of older adults have at least 1 chronic condition
68% have at least 2

Auxiliary, associates, physicians, board members and the community through the "Care of the Older Adult" campaign and proceeds from the Taste Fest event. An endowment fund was also established from donations to support geriatric education and training for the unit's multidisciplinary staff.

SJHMC has been a Nurses Improving Care for Healthsystem Elders (NICHE) designated hospital since 2003 and is now recognized as a NICHE exemplar

hospital. NICHE is the nation's leading nurse-driven program designed to help hospitals improve the care of older adults.

The journey, design and build of the Ralph C. Wilson Jr. ACE Unit will be highlighted at the NICHE annual conference in April 2017 and was recently showcased at the national conference of the National Association for Gerontological Nurses. SJMOH, Warren, is also a NICHE-designated hospital.

1 in 7
Americans are age 65 or older

It will be **1 in 5** by the year **2030**
and **1 in 4** by **2060** (98 million)

Aging baby boomers could fuel a
75% increase in the number of Americans
age 65+ needing nursing home care
to 2.3 million in 2030

New centers to offer specialized evaluations and care for seniors

The number of people age 65 and older in the United States is increasing at a rate of 10,000 per day. At that rate, nearly 20 percent of Michigan's population will be 65+ by the year 2030, compared to 12.8 percent in 2010.

To serve the aging population in our own communities better, St. John Providence is creating two new outpatient senior assessment for independent living centers to meet the special needs of seniors and their families.

The Rose Family Senior Assessment for Independent Living Center is opening on the Novi Campus of Providence-Providence Park Hospital (PPPH) in January 2017. The Rose family of Edward Rose & Sons, a real estate development and management company, donated \$500,000 to support the expansion of services at PPPH, making the new center possible.

On the east side, a senior assessment for independent living center named for Ralph C. Wilson Jr. will be completed in late spring 2017. The Wilson Center will be located in a space adjoining the St. John Medical Center - Ralph C. Wilson Jr. Campus in Grosse Pointe. The Ralph C. Wilson Jr. Foundation awarded a \$1 million grant to St. John Hospital & Medical Center to support the new center. This grant was in addition to the \$1 million for the Acute Care of the Elderly Unit.

Both senior assessment centers will offer comprehensive, multidisciplinary evaluations and treatment plans for complex, elderly patients with signs of cognitive impairment and/or



functional decline in daily living activities. Evaluations will be performed in a single location with one appointment, eliminating the need to see multiple practitioners in different places or times.

Studies have indicated that utilizing a senior assessment for independent living center can result in significant improvements in seniors' quality of life and independence. The American Geriatrics Society recommends comprehensive geriatric assessments for patients at high risk of hospitalization or nursing home placement, those with impairments in daily living activities or experiencing age-related conditions such as falls, incontinence, dementia and more.

**Thank you for your support of our Geriatric funds,
which help provide care dedicated especially to seniors**

Obesity rates are increasing:
4 in 10 adults age 65 to 74 **are obese**
causing higher risk of
chronic disease and disability

The number of Americans with
Alzheimer's disease
could triple to 14 million
by 2050, causing a higher demand for elder care

(Sources for statistics: Population Reference Bureau, Administration for Community Living - U.S. Department of Health and Human Services, National Council on Aging)

St. John Providence Foundations
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www.stjohnprovidence.org/foundation