

Level 1 GEDA Job Description: Physician Champion

Personal Information

Physician Champion or Medical Director Name

Dr. Evelyn Holmes, MD, MPH, FACEP

Physician Champion or Medical Director Official Job Title or Role

Director of Geriatric ED Operations

Date started in this position:

1/27/2024

Is this individual board-certified in Emergency Medicine (GEDA requirement)?

Yes

Job Description

Describe the responsibilities of the physician champion, specifically around leading the GEDA team through: Team leadership, protocol design, staff education, protocol implementation, tracking of metrics, and ongoing quality improvement. These tasks may be delegated to members of the GEDA team or others in the department with oversight by the physician and nurse champion.

Dr. Holmes will direct all Geriatric ED operations, lead the application and accreditation process, and ensure ongoing quality improvement and monitoring of GED processes. Her responsibilities specifically related to the GED care will be as follows:

1. Lead the application for GED accreditation, including creation and submission of the application, and any future renewal forms. She will do this in conjunction with and with input from departmental, nursing, and hospital leadership. Dr. Holmes will create a timeline and plan for activities and milestones required to meet GED level 1 criteria. She will report to the ED medical director and department leadership committee on a monthly basis to discuss and obtain approval for all proposed changes, enhancements, and education needs to meet accreditation criteria.
2. Create and lead an interdisciplinary Geriatric Operations Team (GOT) to design and lead the GED operations and training. This will include physician and nurse leaders as well as representatives from PT/OT, pharmacy, and social work to develop, implement, and monitor geriatric operations.
3. With the GOT, Dr. Holmes will lead the selection and development of the care processes, policies, or workflows that will improve the care or experience for geriatric patients. She will work with the committee that approves changes to the EMR to integrate the required screening tools, such as the ISAR, DTS, and bCAM into the EMR. She will also work with the GOT and the EMR team to create a geriatric care dashboard that will allow the team to quickly assess current rates of admission, discharge, re-visit, and re-admission as well as ED LOS, and ED boarding times. The dashboard will also incorporate completion rates and numeric values for the relevant screening tools implemented.
4. Dr. Holmes, with the GOT, will design relevant metrics and create a process for monitoring them. Some

metrics will be automatically created on a dashboard on a monthly basis, while others will be obtained through quarterly chart review. The chart review process will be performed by a team of three nurses who also serve on the GOT. The nurses will report to the nursing supervisor and to the director of GED operations on a quarterly basis. Dr. Holmes will be responsible for oversight of the process.

5. Serve as a liaison to the department leadership, hospital leadership, and other department leadership and stakeholders specifically as it relates to GED care. Create inter-departmental and inter-professional connections to ensure smooth implementation of care processes, specifically those related to transitions of care.

6. Dr. Holmes will be responsible for recruiting and working with a group of at least 3 patient advocates or representatives to understand the patient and family member experience and direct changes in care processes to improve both care and the care experience for patients and their family members.

7. Dr. Holmes will be responsible for ongoing monitoring to ensure the ED remains in compliance with GED requirements regarding staff training, staffing, monitoring of processes and metrics, availability of supplies, and performance of the selected care processes.

8. Dr. Holmes will manage and arrange the dissemination of relevant changes, protocols, and targets to the ED physicians, APPs, and nursing leadership as changes are implemented.

9. Dr. Holmes will ensure the nursing leaders and GOT members obtain the required geriatric-specific training. Nurses will obtain GENE training.

10. In addition to leading the GOT and the nurse team that reviews and documents metrics, Dr. Holmes will attend the monthly ED operations meeting to obtain approval for changes and to share updates with department and nursing leadership. She will also attend the monthly hospital boarding committee to review current boarding rates and work with that committee to reduce boarding. She will be responsible for reporting on the boarding metrics and drivers of change to this group on a monthly basis.

11. Dr. Holmes will create an education plan for geriatric-specific topics for residents, physicians, and APPs. This may include inviting grand rounds speakers on geriatric topics, disseminating podcasts, journal articles, or other materials on geriatric topics, or other means.

12. Dr. Holmes will be responsible for all communication outside the institution, such as with local nursing facilities, EMS agencies, home care agencies, or geriatrics clinics as it relates to the GED care operations. She will also manage all press releases and media requests or interviews related to the creation of the GED.

13. Dr. Holmes will serve as a resource for research projects related to geriatric acute care.

Provide a description of any other duties, such as site medical director, vice-chair, or other responsibilities this individual also holds:

Dr. Holmes also serves as vice chair of education and in this role can help ensure geriatric education and new care processes are disseminated to the residents, physicians, and APPs. He can also ensure that grand rounds speakers are invited who can speak on geriatric EM topics.

What FTE or support does this individual receive specifically for GEDA-related duties (if any):

The GED operations director position is supported at 25% FTE for the first year, and 20% for subsequent years. She will also receive an extra \$1000 CME stipend to cover travel to conferences to obtain ongoing geriatric-related CME.

In what way are the physician champion’s job description and duties geriatric-specific?

Dr. Holmes’s role is specifically focused on geriatric EM care, geriatric ED operations, and the GEDA application.

Geriatric Education

Please complete the following table demonstrating at least 4, 6, or 8 hours of *geriatric-specific CME training* for level 3, 2, and 1 applications respectively. If you are renewing your application, the CME should be new since the prior application. You will need to upload copies of the CME certificates in the application. If you completed a 1- or 2-year geriatric EM fellowship, you are exempt from this requirement. Instead, please upload documentation of your fellowship completion.

Date	Source e.g. ACEP, geriem, SAEM, etc	Title	Geri-EM Category	CME Hours
9/21/23	Departmental grand rounds	Challenges and Opportunities in Geriatric EM care	Atypical presentations of disease	1
10/3/22	ACEP	How and Why of Geriatric ED accreditation	Emergency intervention modifications for geriatric care	1
5/17/23	SAEM	Geriatric care: management of complex needs	Emergency intervention modifications for geriatric care	1
5/30/23	Essentials of EM	Polypharmacy and medication management in older adults	Medication management and polypharmacy	0.5
5/31/23	Essentials of EM	Diagnosis and management of delirium and agitation in older adults	Cognitive and behavioral disorders in older patients	0.5
9/1/23	Geri-EM	Geriatric care: management of complex needs	Emergency intervention modifications for geriatric care	1
9/17/23	Geri-EM	Functional assessment and discharge planning	Other	1
9/17/23	Geri-EM	Trauma and Falls	Trauma including falls	1
10/10/23	ACEP	Brittle and Broken: Geriatric trauma pearls	Trauma including falls	1

10/11/23	ACEP	Elder abuse in the ED	Emergency intervention modifications for geriatric care	0.5
1/27/24	Geri-EM	Cognitive impairment	Cognitive and behavioral disorders in older patients	1
1/27/24	Geri-EM	Atypical presentations	Atypical presentations of disease	1
1/30/24	Geri-EM	Medication management	Medication management and polypharmacy	1
TOTAL HOURS:				11.5

CME Certificates

Please insert or paste your CME certificates below. You can screen capture and paste using the following controls:
Mac: Command+Control+Shift+4 to select the area to copy, the paste with Command+V
PC: Win+Shift+S to select the area to copy, then paste with Ctrl+ V

Level 1 GEDA Job Description: Nurse Champion

Personal Information

Nurse Champion or Nursing Leader Name

Isaiah Pines, MSN, RN, IPSM III

Nurse Champion or Nursing Leader Official Job Title or Role

ED Nurse Manager and GED Nursing Manager

Date started in this position:

11/1/2023

Job Description

Describe the responsibilities of the nurse champion, specifically around leading the GEDA team through: Team leadership, protocol design, staff education, protocol implementation, tracking of metrics, and ongoing quality improvement. These tasks may be delegated to members of the GEDA team or others in the department with oversight by the physician and nurse champion.

Nurse champion, Mr. Pines, will work closely with the physician geriatrics champion to design, implement, and oversee Geriatric ED operations. He will be responsible for the nursing leadership of the GED, as well as monitoring of care process implementation. His specific duties will be as follows:

1. He will serve as part of the Geriatric Operations Team (GOT), an inter-professional team, including the physician champion, himself, a nurse case manager, a representative from PT/OT, and a pharmacist. As part of this group, he will help select, design, and implement the GED care processes. He will provide specific input in the design process from the nursing perspective to ensure the care processes will be feasible within the nursing ED workflow.
2. Mr. Pines will create a dissemination and education plan for the nurses and staff in the department. This will include dissemination of new care processes and protocols to nurses and staff through the following means: emails, in-service training, and during morning staff huddles. In addition, he will help create posters with key geriatric learning pearls that will be posted in the staff lounge and medication room. These posters will rotate on a monthly basis and the content will also be emailed to the nurses and staff monthly.
3. The nurse champion will be responsible for developing a core nursing geriatrics team leadership. The nurses in this group will consist of himself and three clinical nurses. This GED nurse team will monitor the GED dashboard on a monthly basis review changes to key metrics for geriatric patients, such as door-to-doc times, ED LOS, ED boarding time, admission rates, re-visit and re-admission rates, as well as rates of completion of the implemented GED care processes. This team will also perform quarterly chart audits and prepare reports for the GOT and ED leadership.
4. Mr. Pines will ensure all members of the GED nurse team complete the GENE training and will work to ensure 30% of the full-time nursing staff have completed GENE training within the first year following accreditation, with a long-term goal of 80% nurse completion within the 3 years of accreditation.

5. Mr. Pines will be responsible for creating a GED on-boarding manual for current nurses and for new hires. This manual will orient the nurse to the purpose of the GED, the GED-specific care processes and metrics, and the process for providing feedback on GED care or making recommendations for additional care enhancements.
6. Mr. Pines will be responsible for sharing monthly 'wins' or 'good catches' with the nursing staff related to care outcomes of older adults in the ED.
7. He will work with the CN4 team to ensure supplies are maintained in-stock for the required geriatric mobility aids (canes and walkers). He will work with his team to obtain additional recommended items, with the CN4 and ED operations team.
8. Mr. Pines will arrange for ongoing geriatrics-specific educational and CNE opportunities for the nursing staff.
9. The nurse champion will work closely with the care management team to address barriers to transport, discharge, or other unmet patient needs.

Provide a description of any other duties, such as nursing director, or other responsibilities this individual also holds:

As ED Nurse Manager, Mr. Pines is responsible for the staffing, management, education, and overall oversight of the nursing staff.

What FTE or support does this individual receive specifically for GEDA-related duties (if any):

Mr. Pines is supported at 30% as nurse manager and receives an additional 20% support for his work as the Geriatric ED nurse champion. He will also receive \$1500 for CNE funding to attend ongoing geriatric-related CNE events and training annually.

In what way are the nursing champion's job description and duties geriatric-specific?

His specific duties described above pertain to geriatric patients, the creation of geriatric-specific care enhancements, and monitoring of metrics related to geriatric ED care.

Geriatric Education

Please complete the following table demonstrating **geriatric-specific CNE training or other coursework**. Recommended courses include GENE or NICHE training (see GEDA guidelines for more information). You will need to upload copies of the CNE or coursework certificates in the application.

Date	Source	Title	Geri-EM Category	Hours
5/25/23	GENE	Geriatric Emergency Nursing Education	Other	15.25
10/10/23	Regional ENA meeting	Brittle and Broken: Geriatric Trauma Pearls	Trauma including falls	1
11/15/23	Hospital nurse training event	Delirium detection and management	Cognitive and behavioral disorders in the older patient	1
TOTAL HOURS:				17.25

CNE Certificates

Please insert or paste your training certificates below.