What difference does your NICHE program make?
Program Evaluation: A critical need
Sue Nickoley, MS, RN, GCNS-BC

**Background/Purpose**
NICHE (Nurses Improving Care for Healthsystem Elders) is regarded as the gold standard for evidence-based, system-wide geriatric care initiatives providing a strategy to achieve & sustain geriatric excellence. However, studies that evaluate NICHE as a program of care/ research are limited. There is a need for standardized, clinically feasible evaluation methods that can be used across NICHE hospitals to measure & benchmark processes & outcomes. This presentation illustrates how one NICHE hospital uses IRB-approved program evaluation studies (pre-post design) to demonstrate how their NICHE program makes a difference.

**Evaluation Question**
What is the impact of implementing the Rochester General Hospital NICHE program using the NICHE geriatric acute care model and Magnet alignment on improving geriatric outcomes (patient, staff, and organization)?

**Conceptual Framework**

**Rochester General Hospital NICHE Program Goals/Intervention Examples**

1. **Build & sustain the GRN model of care to improve geriatric nursing expertise, competencies & facilitate certification**
   - NICHE Core Curriculum, Apply This: GRN Competency-based clinical learning activities, ongoing education, facilitate certification

2. **Facilitate GRN visibility, voice in decision-making, identity & role as “geronurse” & achievement & documentation of outcomes**
   - GRN meetings/Rounds, Stories & Numbers Template, GRN Role Commitment Letter

3. **Implement geriatric evidence-based best practices to improve patient/family outcomes**
   - Falls, Delirium, Geriatric Mental Status Assessment, Functional status, Mobility, Nutrition, Pressure ulcers, Medications, Dysphagia, Patient Family Education--Protocols, Initiatives, QI studies, Inclusion in EMR

4. **Build an effective & supportive work environment that delivers age-sensitive geriatric care**
   - Hospital wide education, Web pages, GIAP intervention, Older adult patient satisfaction initiatives, Hearing amplifiers/About me poster--Activity cupboard

5. **Conduct program evaluation studies on building & evaluating geriatric best practice standards**
   - Using evidence to build and evaluate hospital geriatric best practices

6. **Facilitate clinical integration of the RGH NICHE program model across Rochester General Health System**
   - 2nd system hospital NICHE designated in 2010 & program evaluation study initiated

7. **Collaborate with national NICHE program & other NICHE hospitals to improve the community standard of geriatric nursing excellence**
   - Rochester NICHE Collaborative, Nebraska Certification Review Course, NICHE Leadership Training Program faculty, NICHE rural grant e-APN, STOP CAUTI study, Dissemination of work in presentations & publications

**Additional Evaluation Measures**
Magnet report narratives, Clinical outcomes (NDNQI), Patient satisfaction (age-stratified Press Ganey), GRN Hospital Geriatric Competencies, GCNS field notes & database, Magnet Empirical Outcomes

**References (Handout)**
Sue.Nickoley@rochestergeneral.org