Promoting Learning to Remote Providers via Nursing Grand Rounds in a Veterans Affairs (VA) System

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Spinal Cord Injury/Disorder Service
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• Commercial Support was not received for this activity.
• Debbie Holzer RN, MSN, CRRN
• Tiffany Villamin RN, BSN, CRRN
  • Has no financial interest to disclose
LEARNING OBJECTIVES

At the conclusion of this activity, the participant will be able to:

1. Describe barriers to effective delivery of primary care for remote providers in a Veterans Affairs (VA) Spinal Cord Injury/Disorders (SCI/D) Hub & Spokes System

2. Discuss organizational solutions for nursing primary care providers at spoke sites including nursing grand rounds

3. Understand the benefits of periodic education programs for SCI/D nursing personnel
OBTAINING CME/CE CREDIT

• If you would like to receive continuing education credit for this activity, please visit:
  • http://www.pesgce.com
INTRODUCTION/OVERVIEW

• Spinal Cord Injury is a specialty with which few nurses have experience
  • Nursing Education
  • Nursing Orientation
• Spinal Cord Nursing
  • Educators
  • Patient Advocates
  • Resource
EDWARD HINES JR. VAMC
SCI MISSION STATEMENT

• Hines Spinal Cord Injury/Disorders (SCI/D) Service will partner within a continuum of care with each Veteran and his/her family, to:
  • Optimize the Veteran’s health
  • Enhance their quality of life
  • Promote their independence in order to attain the Veteran’s individual goals
SCI/D CENTER

- SCI/D Centers
  - Lifelong Continuum of Care
  - Emergency Care
  - SCI Acute and sub-acute rehabilitation
  - Primary Care
  - Medical & Surgical Stabilization
  - Outpatient Care
  - Home Care
  - Long-Term Care
OVERVIEW OF HINES VAMC SERVICE

• Two acute inpatient units (SCI-N & SCI-S)
  • SCI-N: Acute and sub-acute rehabilitation
  • Total = fifty-eight bed capacity
• Residential Care Facility (RCF)
  • Long-term care
  • Thirty bed capacity
• Outpatient Clinic
• Home Care
SCI/D SPECIALTY CARE

• Specialty Sustaining Care
• Preventative Care
  • Multidisciplinary Care Teams Provide Annual Comprehensive Evaluations
• Wound Care
• Bowel and Bladder Programs
• Physical Therapy
• Pressure Mapping
ANNUAL EVALUATION

• Routine lab work
• 24 hour urine collection
• Renal function
• Pain management
• Systems Assessments:
  • Fall
  • Skin
  • Neurological
  • Psychiatry
VA NATIONAL SCI/D SYSTEM OF CARE

• Hub & Spoke System of Care
  • The “Hub” is the SCI Center
    • Primary & Specialty SCI/D Care
    • Multidisciplinary Teams
  • Spoke Site
    • Primary Care Teams
      • Physician, Nurse and Social Worker
    • Spoke sites are responsible for providing basic medical care
INTERDISCIPLINARY TEAM

- Primary Physician/Physiatrist
- Case manager (acute/sub-acute rehabilitation)
- Clinical Nurse Manager
- Nursing staff
- Physical & Kinetic Therapists
- Occupational & Recreational Therapists
- Speech Therapist
- Music Therapist
- Dietician
- Social Work
- Psychology
SCI SYSTEM OF CARE

- The VA has the largest single network of SCI care in the nation
  - There are currently 24 SCI Centers
VA HUB AND SPOKE SYSTEM
HINES HUB AND SPOKE SYSTEM

- Sheridan, Wyoming
- Lovell North Chicago
- Jesse Brown Chicago
- Saginaw, Michigan
- Danville, Illinois
- Battle Creek, Michigan
- Fort Wayne, Indiana
- Indianapolis, Indiana
TRAVEL REQUIREMENTS

- Lovell North Chicago
- Jesse Brown Chicago
- Danville, Illinois
- Indianapolis, Indiana
- Fort Wayne, Indiana
- Battle Creek, Michigan
- Saginaw, Michigan
- Sheridan, Wyoming
HINES VAMC
SPINAL CORD INJURY/DISORDER

• Hines VA Hospital Spinal Cord Injury/Disorder (SCI/D)
  • Continuity of Care
  • Provide Education and Support to surrounding facilities

SCI NURSING
GRAND ROUNDS!
SCI EDUCATIONAL DIRECTIVE

• Consultative visits from the SCI Center staff
• Attendance at national or regional SCI training initiatives
• Consistent level of education from the SCI Center
• Literature review
  • Clinical Practice Guidelines
CONSULTATIVE SITE VISITS

• Occurs every 2 Years
• Initial Entrance Interview
  • SCI Center Chief, Chief Nurse, and Management of Information and Outcome Coordinator (MIO)
  • Spoke Site Director, Chief of Staff, Assistant Director of Patient Care Services (ADPCs), Deputy Assistant Director, and Chiefs from other services
• SCI Centers Chief Nurse and the ADPCs: identify needs and resources
• Exit Interview
  • SCI Nursing Grand Rounds Proposed
EXPERTISE FROM EDWARD HINES JR. VA MEDICAL CENTER

SCI/D Leadership

• Dr. Michael S.A. Richardson MD, FACP
  • SCI/D Medical Chief

• Roxanne Loew RN, MSN
  • SCI/D Chief Nurse

• Joan Casseday-Osterman RN, MSN, MBA
  • SCI/D Management of Information and Outcome Coordinator

• Jolene M. Simon Ph.D, RN, CRRN, VHA-CM
  • SCI/D Nurse Educator
SCI NURSING GRAND ROUNDS PRESENTATION

• Creators/Presenters
  • Debbie Holzer RN, MSN, CRRN
    • Clinical Nurse Manager, Acute Care
  • Tiffany Villamin RN, BSN, CRRN
    • Staff Nurse, Acute Rehabilitation
FACILITATING THE SPOKE SITE VISITS

- SCI Chief Nurse
  - Offers and promotes SCI Nursing Grand Rounds
- SCI Center MIO
  - Communication with sites and coordinated times
- Site Facilitators (nurses, social workers, physicians)
  - Room Arrangements
  - Technology:
    - Video recording, projectors, computer access
    - Teleconferencing
GOALS OF NURSING GRAND ROUNDS

• Recognize staff who demonstrate expertise in the management of a patient
• Support professional development and growth opportunities
• Enhance the knowledge of the attendees by presenting in a case study format and identifying “take-away” messages
• Improve retention of experienced nurses and promote pride in the nursing profession
• Build collaboration and respect through cross-unit and cross-division involvement

(Armola, Brandeburg, & Tucker, 2010)
RESEARCH IMPLICATIONS

• Research indicates “The need for consistent, well-designed educational programs” (Monroe & Lash, 2005)

• Nursing Grand Rounds Presentations can translate to improved patient care and outcomes (Wolak, Cairns, & Smith, 2008)

• It is imperative in achieving and maintaining Magnet designation to ensure the development of the bedside nursing staff (Armola, Brandeburg, & Tucker, 2010)
TARGET AUDIENCE

• Clinical Deficits
  • Lack of focus on SCI
  • Lack of clinical exposure

• Specific Insufficiencies
  • Mobility needs
  • Bowel & Bladder
  • Communication issues
  • Equipment
  • Autonomic Dysreflexia
TELEHEALTH CONFERENCE

• Connects Hines VAMC to remote spoke sites
  • Promotes communication among providers and patients

• Continued Educational Opportunities
  • Grand Rounds provided via Teleconferencing
    • Less travel expense
    • Less disruption to work schedules
    • Multiple sites simultaneously
PRESENTATION FORMAT

• Two SCI Nurses Provided Face-to-Face Presentation
  • Teleconferencing with Several Clinics
• Publications
• Continuing Educational Credits
  • Coordinated by SCI Nurse Educator
    • Illinois Nurses Association
    • 1 Hour of CEU
    • Promoted Attendance
PRESENTATION FORMAT

• Literature
  • PVA Publications
  • Consortium for SCI Medicine
• Didactic Component
  • Based on Best Practice
• Case Study
  • Admission to Discharge
INSTRUCTIONAL

• Overview of SCI Service at Hines VAMC
  • Services Provided
  • Patient Population
  • Interdisciplinary Team Members
EDUCATIONAL

- Anatomy
- Degree of Injury
  - Complete & Incomplete
- Causes of Injury
  - Motor Vehicle Accident
  - Fall
  - Gunshot
  - Sports injuries
- Functional Consequences
EDUCATIONAL

- Provided SCI Spoke sites with SCI guideline handbooks on the following topics:
  - Bladder dysfunction in SCI
  - Bowel care
  - Autonomic dysreflexia
- Attendees were encouraged to bring the handbooks back to their unit to disseminate the information
Case Study Presentation

- Complex Patient (Confidentiality maintained)
- Specialized SCI Nursing Care
  - Nursing interventions
  - Family education
“Presenting a case study of a particular patient enables nurses to systematically examine a specific patient’s episode of care, review the pathophysiology, evaluate the nursing care provided and relate the “doing” of nursing care to evidence and science.”

Case studies “further allows nurses to extrapolate nursing care measures that colleagues can apply to their nursing practice.”

(Armola, Brandenburg, & Tucker, 2010)
CASE STUDY

• Acute rehabilitation patient
  • 56 year old male involved in a motor vehicle accident
    • Understand the process that patients go through as the result of a new injury

• Paraplegic
  • Better potential for rehabilitation
    • See how a patient adapts to loss of mobility and sensation
CASE STUDY

• Common SCI Issues
  • Skin Impairment
    • Unstageable pressure ulcer to the sacrum
  • Nursing Interventions
    • Weekly wound rounds with Certified Wound Ostomy Nurse (CWON)
• Surgical Debridement
• Flap surgery
CASE STUDY

• Common SCI Issues (continued)
  • Bowel/Bladder training
  • Autonomic dysreflexia
    • Medical emergency unique to SCI population
  • Equipment needs
    • Specialty mattresses for skin protection
    • Wheelchair

• Discharge Process
  • Patient discharged home initially
  • Now resides in RCF long-term care facility at Hines
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<th>SCI Spoke Site</th>
<th>Site Visit Date</th>
<th>Attendees</th>
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<td>SAGINAW</td>
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<tr>
<td>BATTLE CREEK</td>
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<td>DANVILLE</td>
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<td><strong>TOTAL</strong></td>
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Two Presentations:

- Patient Centered Care Committee
  - Feedback gained from evaluations led to:
    - Nurses Week 2013

- Discovered a need for education at the facility of the SCI Center
## OUTCOMES – HINES VAMC

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<th>Presentation</th>
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<td>25</td>
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<tr>
<td>Nurses Week 2013</td>
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<td>TOTAL</td>
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OUTCOMES – SCI NURSING GRAND ROUNDS

- Approximately 200 health care professionals educated at five spoke sites and Hines VAMC
- VA SCI Centers have the potential to increase education among providers by reaching out to spoke sites
- SCI patients: living longer and develop multiple co-morbidities
  - Seen in various health-care settings
    - Inpatient
    - Outpatient
    - Home/community
THE FUTURE OF SCI NURSING GRAND ROUNDS

- Education at three spoke sites (to be scheduled):
  - Jesse Brown VAMC (Chicago, IL)
  - Fort Wayne, IN
  - Marion, IN

- Involving More Nurses
  - Diverse Experiences and Backgrounds
  - Career Opportunities
  - Improves Communication Skills
  - Solidify Knowledge
CONTINUED EDUCATION

• Education Improves Patient Outcomes
• Increasing the Effectiveness of Education
  • Interactive education is more effective than didactic alone
  • Develop strategies to increase attendance
  • Mixed interactive and didactic formats
  • Focusing on outcomes that are likely to be perceived as serious
RECAP

• Leadership Support
• Process review of educating spoke sites
• SCI Nursing Grand Rounds Developed
  • Provided live didactic and interactive education
  • Research and Clinical Guidelines utilized
  • Continuing Education Credits provided
• Supportive network established
CONCLUSION

- Variety of healthcare professionals attended
- Positive Feedback
- Interactive Learning
- Requests for Future Topic Consideration
- More Staff Involvement
  - Continue to Educate
  - Career Development
FUTURE IMPLICATIONS

- 270,000 People in the US with Spinal Cord Injury
- 12,000 New Injuries Each Year
- Medical Research
  - Improving and Maintaining Health and Wellness
- Improving Technologies
  - Quality of Life
- Healthcare Professionals
  - Contribute to Successful Patient Outcomes
REFERENCES


